



# WAVE PTT Application

## User Guide

***Android***

**Release 9.0**

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# 1. Introduction and Key Features

The Push-to-Talk (PTT) application supports two modes: Standard PTT and PTT Radio. One of these modes will be assigned by your Corporate Administrator. This document describes the Standard PTT Mode.

The Standard PTT application mode provides instant communication to individuals and groups at the push of a button. Here is a brief description of key features of Standard PTT Mode:

## Alerts

**Instant Personal Alert (IPA)** – allows you to send a message to another person asking for a callback.

**Missed Call Alert (MCA)** – shown whenever you miss an incoming PTT call because you were either in another PTT call or a regular cellular call.

For more details, please see the ["Alerts"](#) section.

**Broadcast Talkgroup Calling** – allows certain talkgroup members to make high-priority one-way calls typically used for making important announcements to large groups.

For more details, please see the ["Broadcast Talkgroup Calls"](#) section.

**Contact and Talkgroup Management** – PTT contacts and talkgroups can be centrally managed by an administrator ("administrator-managed") or by you ("personal").

For more details, please see the ["Contacts"](#) section and ["Talkgroups"](#) section.

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**Note:** In the PTT application, groups (either created by the subscriber or corporate administrator) are also known as Talkgroups.

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**Favorites** – You can manage your own list of favorites for quick access to contacts and talkgroups.

For more details, please see the ["Favorites"](#) section.

**Integrated Secure Messaging** – allows a PTT user to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

For more details, please see the ["Integrated Secure Messaging"](#) section.

**Location Tracking** – a supervisor with Location Capability turned on by your administrator at the group level can track talkgroup member's location.

For more details, please see the ["Supervisor with Location Capability"](#) section.

**PTT Calling to Individuals and Talkgroups** – instant communication to one or more people at the push of a button.

For more details, please see the ["Making Calls"](#) section.

**Real-Time Presence** – see whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.

For more details, please see the ["Real-Time Presence"](#) section.

**Supervisory Override** – allows a supervisor to take the floor and speak at any time during a talkgroup call, even if someone else is speaking.

For more details, please see the ["Supervisory Override"](#) section.

**Talkgroup Scanning with Priority** – allows a subscriber's phone to scan through a list of corporate talkgroups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

For more details, please see the ["Talkgroup Scanning"](#) section.

**Wi-Fi support** – in addition to the wide coverage of PTT service provided by the cellular data network, you can use PTT over a home, office or public Wi-Fi connection.

For more details, please see the ["Using PTT over Wi-Fi"](#) section.

---

**Note:** If your Corporate Administrator changes your mode of operation, you will see the following message: Information Message: Application mode changed.

---

## 2. Application Installation & Getting Started

This section describes the steps you must take to install the Push-to-Talk (PTT) application and how to get started.

This section is organized as follows:

- [Prerequisites](#)
- [Download](#)
- [PTT Key Assignment](#)
- [First-time Activation](#)
- [Activation on an Android Phone](#)
- [Activation of Tablet Devices](#)
- [Activation using only Wi-Fi Network](#)
- [Tutorial](#)
- [Login](#)
- [Application updates](#)

### Prerequisites

1. Subscription to Push to Talk service
2. A supported Android smartphone. For more details, please check the website of your service provider.
3. Battery Saver mode should be turned off otherwise it could interfere with PTT operation.
4. A Google account to download the application from Google Play store. A Google account can be set up by you or assigned by your employer if it has a corporate account with Google.

Information on creating a Google account: <http://support.google.com/accounts/bin/answer.py?hl=en&answer=27441>

Information on setting up a phone to use Google Play: <http://support.google.com/playgoer/bin/answer.py?hl=en&answer=2521798&topic=2450444&ctx=topic>

### Download

1. Search for the Push-to-Talk application in the Google Play Store.
2. Download the application by touching the “**Install**” button. The application will download and install automatically.
3. Once the download is complete, select “**Open**”.

Alternatively, you can search for Push-to-Talk, and download the application directly from your phone or from Google Play.

## PTT Key Assignment

### Kyocera DuraForce Pro

If you are using a Kyocera DuraForce Pro phone, you can assign the programmable key to the PTT application. To set the PTT function for the programmable key, follow these steps:

1. Navigate to the phone Settings.
2. Under the section titled "Device", tap the "Programmable key" option. The current function assigned to the key will be shown.
3. Tap the "Programmable key" menu item. A list of behaviors assignable to the key is shown.
4. Tap "PTT operation". The key is now assigned to the PTT operation.
5. Tap "Wake up device" toggle to ON. A long press on the PTT key will now wake up the device.



## First-time Activation

### Activation on an Android Phone

The first time you start the application after download, the application must “**activate**” with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a supported Android phone.

1. On successful download and installation of the PTT application, a Push-to-Talk icon will be present in the Apps menu.
2. Tap on the **Push-to-Talk** icon under Apps to launch the PTT application.

---

**Note:** When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

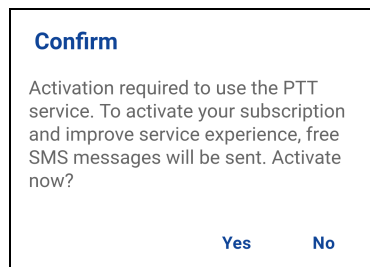
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**Note:** When prompted, do not optimize battery usage.

---

3. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the PTT service on your phone.
4. If you agree to the EULA, tap **Accept** to activate the PTT services on the phone, a confirmation page is displayed.



#### Activate PTT Service Confirmation

5. Tap **Yes** to activate the PTT application.
6. The PTT application will contact the server and will also retrieve contacts and groups (if any) from the server before logging in.
7. On successful activation of the PTT application, you can view the tutorial. Press the “**View Tutorial**” on-screen button if you want to learn how to start using the PTT application.

## Activation of Tablet Devices

Activation of a tablet device requires an activation code to be provided separately by your corporate administrator.

This activation process ensures that your subscription is provisioned on a PTT server, and you are a valid PTT service user, using a supported device.

1. On successful download and installation of the PTT application, the **Push-to-Talk** icon will be present in the Apps menu.
2. Tap the **Push-to-Talk** icon under Apps to launch the PTT application.

---

**Note:** When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

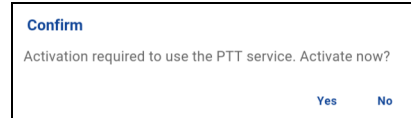
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**Note:** When prompted, do not optimize battery usage.

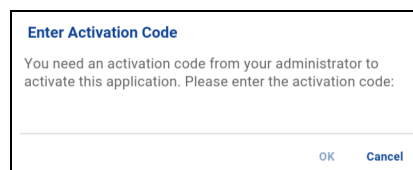
---

3. The End User License Agreement page is displayed. You must read and accept the EULA to activate the PTT service on your device.
4. If you agree to the EULA, tap **Accept** to activate the PTT service on your Wi-Fi device. A confirmation message is displayed.



### Activate Now Confirmation

5. Tap **Yes** to continue the activation process. An activation message appears.



### Enter Activation Code

6. Enter the activation code given to you by your administrator to activate the PTT application. The PTT application will contact the server and retrieve contacts and groups (if any) from the server before logging in.
7. Upon successful activation of the PTT application, you can view a short tutorial. Tap the on-screen **“View Tutorial”** button if you want to learn how to start using the PTT application.

## Activation using only Wi-Fi Network

In situations where the cellular network is not available, you can activate the application over a Wi-Fi network. Your PTT service provider may allow this functionality.

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**Note:** To activate over Wi-Fi, you must have an activation code provided by your corporate administrator.

---

### To activate PTT Application using Wi-Fi network

1. Tap on the **Push-to-Talk** icon under Apps to launch the PTT application.
2. The End User License Agreement page is displayed. You must read and accept the EULA to activate the PTT service on your phone.

---

**Note:** When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

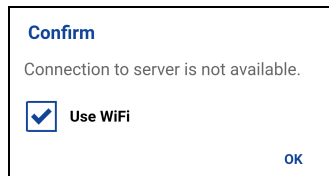
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**Note:** When prompted, do not optimize battery usage.

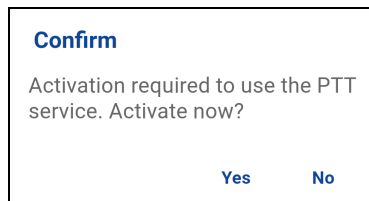
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3. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.
4. A confirmation dialog is displayed about the unavailability of the data network with an option to use an available Wi-Fi network. Select **Use Wi-Fi** option and tap **OK**. If you see the following confirmation, turn on the *Use Wi-Fi* setting.



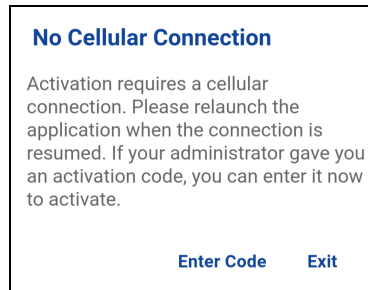
### Connection to Server is not Available

5. An activation message appears. Tap **Yes** to continue the activation process.



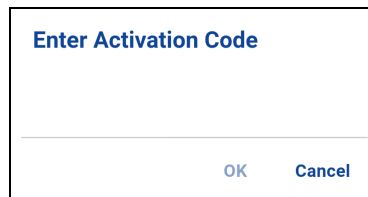
### Activate PTT Service Confirmation Message using only Wi-Fi Network

6. A *No Cellular Connection* dialog is displayed. Tap **Enter Code**.



#### No Cellular Connection Message

7. An **Enter Activation Key** dialog is displayed



#### Enter Activation Code

8. Enter the activation key received from your corporate administrator and tap **OK** to activate.

## Tutorial

The tutorial provides helpful information about how to get started with the PTT application. The application will automatically launch the mobile browser and load the tutorial. To move between pages of the tutorial, swipe your finger right-to-left (to move forward) or left-to-right (to move backward). You can also use the on-screen next and previous buttons shown on the edges of the screen.

## Login

In order to use the PTT service, the PTT application must connect to the PTT server. This process is called "login". After you download and successfully register your connection with the server, the PTT application will automatically start and log in each time you power on your phone. To make or receive PTT calls, you will need to log in.

It is possible for you to "logout" of the PTT service. While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. See the section ["Logout"](#) for more details.

### To Manually Login to the PTT Application

1. Tap on the **Push-to-Talk** icon under Apps. A pop-up dialog will be displayed to confirm that you want to login to the PTT application.
2. Tap **Yes** to Login to the PTT application.

## Application updates

### Google Play Store Settings

When an update for the PTT application becomes available and the application was downloaded from the Google Play store, your Android phone will notify you that there is an update available. When installing an update, it is recommended that you enable “Auto-update apps” setting so that you will always have the latest updates to the PTT application.

### In Application Update Notification

The PTT application may indicate that there is an update available. You need to update the application otherwise it may not function properly. See the ["Important Message"](#) section for more information.

After updating, your PTT contacts and groups are always retained. When the PTT application is updated, your history, favorites, and settings are generally retained. In some rare cases of a major update to the application, your history and favorites may be deleted and settings may be reset to their default values.

### 3. Navigating the Push-to-Talk Application

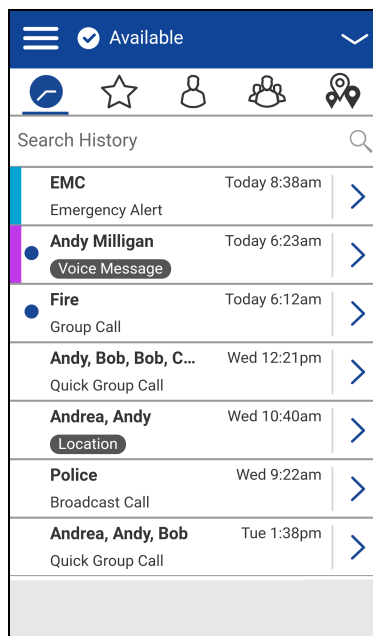
Navigating the Push-to-Talk (PTT) application is easy using your phone's touchscreen. The screen consists of four major tabs: History, Favorites, Contacts, Groups, and Map.

This section will help you get familiar with how to navigate the PTT application and is organized as follows:

- [History](#)
- [Favorites](#)
- [Contacts](#)
- [Groups](#)
- [Map](#)
- [Call Screen](#)
- [Menu](#)
- [Actions](#)
- [Context Menus](#)
- [PTT button](#)
- [Navigating to the previous screen](#)
- [One Touch Calling and Landing Page](#)
- [Scrolling](#)
- [Searching](#)
- [Icons](#)
- [Tones](#)

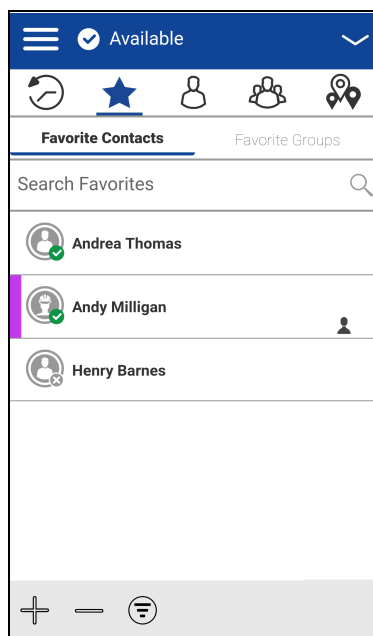
#### History

The *History* tab displays all your conversation history of calls, contacts, groups, alerts, messages (text, image, video, and voice). You can view your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or group. For more information on how to manage your history, see the ["History"](#) section. For information on the history icons, see the ["Icons"](#) section.

**History**

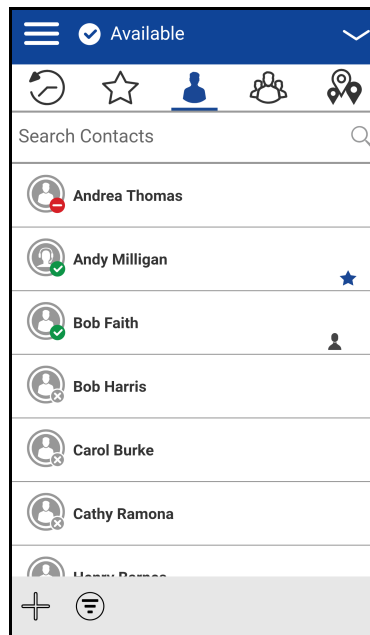
## Favorites

The *Favorites* tab displays your favorite PTT contacts and talkgroups. You can quickly start a PTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the ["Favorites"](#) section. For information on the favorites icons, see the ["Icons"](#) section.

**Favorites**

## Contacts

The *Contacts* tab displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If turned on by an administrator, you can also add PTT contacts and create personal PTT groups here. An icon is shown next to a contact which is an Interop user. For more information on how to view, add, edit, and delete your personal contacts, see the ["Contacts"](#) section. For information on the contacts icons, see the ["Icons"](#) section.

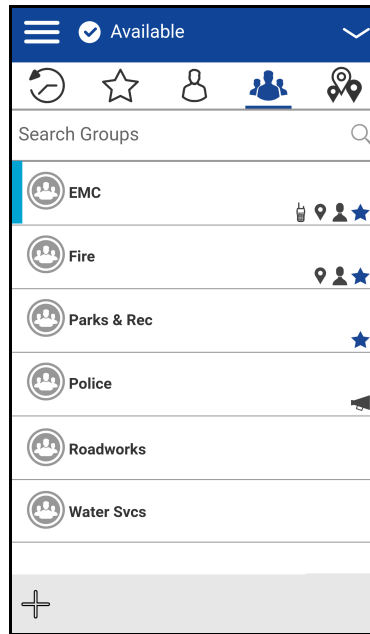


**Contacts**

## Groups

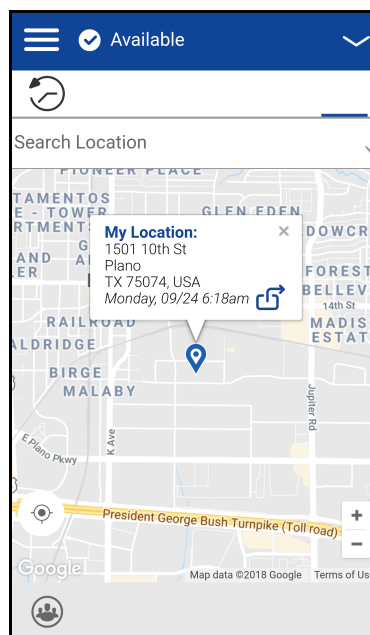
The *Groups* tab displays your talkgroups and allows you to search for talkgroups or start a PTT talkgroup call. If turned on by an administrator, you can also create, change or delete your personal PTT talkgroups here. Icons are shown next to the talkgroups which you are a broadcaster or supervisor. Icons also indicate Interop talkgroups, location tracking, and talkgroup scan priority. For more information on how to view, add, edit, and delete your personal groups, see the ["Talkgroups"](#) section. For information on the talkgroups icons, see the ["Icons"](#) section.



**Groups**

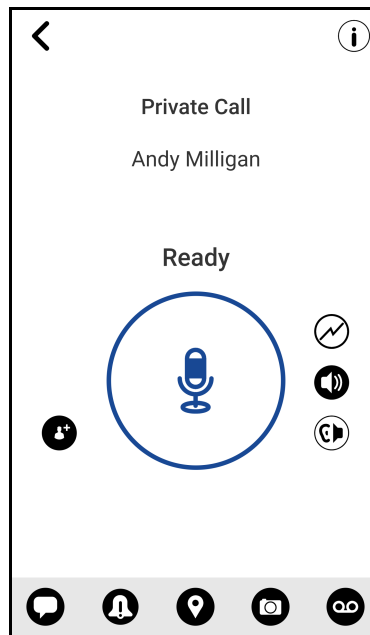
## Map

The *Map* tab displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a Supervisor and allows you to search for talkgroups or start a PTT talkgroup call. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or group, track group members, and set the boundary, see the ["Map"](#) section. For information on the map icons, see the ["Icons"](#) section.

**Map**

## Call Screen

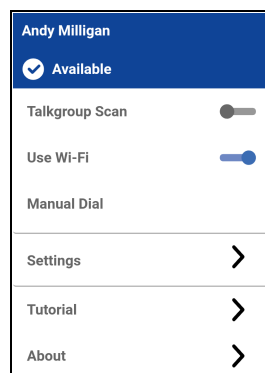
The Call screen is the main screen for communication. You make a call, make a quick group call, turn on/turn off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message. For more information on how to make and receive calls, see the ["Making and Receiving PTT Calls"](#) section. For information on the call screen icons, see the ["Icons"](#) section.



Call Screen

## Menu

The menu icon is in the upper-left hand corner of the main screen. Tap the menu icon to access the menu options. These options are as follows:











Menu Options

## Menu Icons

The following table lists the menu icons you will see.

**Menu Icons**

Icon	Description
<i>No Icon</i>	Display Name. Displays the user's identity and is displayed to others.
 Available  DND  Offline	Presence Status. Displays your presence status. Either 'Available', 'Do Not Disturb', or 'Offline'. Offline icon also displays your 'No Connection' presence status. To change your presence, see the <a href="#">"Real-Time Presence"</a> section.
 Off  On	Talkgroup Scan. Tap the <b>Talkgroup Scan</b> toggle from OFF to ON, For more details, see the <a href="#">"Talkgroup Scanning"</a> section.
 Off  On	Use Wi-Fi. Tap to toggle <b>Use Wi-Fi</b> from ON (default) to OFF.
<i>No Icon</i>	Manual Dial. Tap to manual dial a contact. For more details, see the <a href="#">"Manual Dial Calls"</a> section.
	Settings. Tap to access the application settings. For more details, see the <a href="#">"Settings"</a> section.
	Tutorial. Tap to access the application tutorial.
	About. Tap to access more information on the application.

## Actions

The actions soft buttons located at the top and the bottom of the screen let you call, alert, manually dial a phone number, add a new contact or group, and more. For more information on Actions, see the ["Actions Icons"](#) section.

## Context Menus

Context or popup menus are available throughout the application. To display these menus, touch and hold the selected history entry, favorite, contact, group, or group details.

### Context Menus

Location	Description		Condition
Call Screen/ History Details Camera Option	Take Photo		No conditions
	Record Video		
	Image Gallery		
	Video Gallery		
Contacts	Contact Details		All contacts
	Delete Contact		User-managed contacts
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts
Contact Details	Delete Contact	User-managed contacts	

**Context Menus**

Location	Description		Condition
Favorite Contacts	Remove Favorite		All contacts
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts

**Context Menus**

Location	Description		Condition
Favorite Groups	Remove Favorite		All entries
	Send Text		All groups
	My Location		All groups
	Send IPA		All groups
	Send Document		All groups
	Camera	Take Photo	All groups
		Record Video	All groups
		Image Gallery	All groups
		Video Gallery	All groups
	Record Voice		All groups
	History		All groups
	Details		All groups
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group
		Remove	Administrator-managed group
History	Add Contact		Manual dial call or received call from a PTT user not in your contact list
	Clear All		All history entries
	Delete History		All history entries
History Details	Forward to Contact		All messages
	Forward to Quick Group		All messages
	Forward to Group		All group messages
	Reply to Sender		All messages
	Delete Message		All messages
	Copy Message		All text messages

**Context Menus**

Location	Description		Condition
Groups	Group Details		All entries
	Delete Group		User-managed group
	Send Text		All groups
	My Location		All groups except broadcast
	Send IPA		All groups except broadcast
	Send Document		All groups except broadcast
	Camera	Take Photo	All groups except broadcast
		Record Video	All groups except broadcast
		Image Gallery	All groups except broadcast
		Video Gallery	All groups except broadcast
	Record Voice		All groups except broadcast
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		Normal Priority	Administrator-managed group
		Remove	Administrator-managed group
Group Details	Rename Member		User-managed group
	Remove Member		User-managed group
	Delete Contact		User-managed group
	Delete Group		User-managed group

**PTT button****External PTT Button**

Depending on the phone, there may be a button on the side or a PTT accessory that can be used by the PTT application. While the PTT application is not visible, you can always press this button to bring the application to the foreground of the screen. With the PTT application in the foreground, you can use this button to start a PTT call or take and release the floor during a PTT call.

For Bluetooth Low Energy button, see the ["Using Accessories and Bluetooth"](#) section.

---

**Note:** This behavior assumes that Background Calling is turned off. For more details on Background Calling, see the ["PTT Call Behavior in Background"](#) section.

---

## On-Screen Soft PTT Button

Whenever you initiate or are in a PTT call, you will see an on-screen PTT button. Touch and hold the on-screen button to take the floor and speak during a call. Release your finger from the on-screen button to release the floor and allow others to speak.

## Navigating to the previous screen

To navigate to the previous screen, tap the **Back** button located on the phone. Some screens within the application also has an on-screen button to return to the previous screen.

## One Touch Calling and Landing Page

When One Touch Action is set to call, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once. Alternatively, a user can assign the PTT button to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups, and Map).

---

**Note:** The One Touch Calling is available on supported devices. If your device does not support One Touch calling, you can still set the Landing Page.

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**Note:** The Landing Page option has no effect when the phone is locked.

---

### Device without PTT Hard Key using a Wired Accessory

If your device does not have a PTT hard key, One Touch Action and *Call From Locked Screen* settings are hidden.

When a wired accessory is connected, One Touch Action and *Call From Locked Screen* settings are available. The One Touch Action setting will only have the Landing Page option.

When your device is locked (on lock screen) and *Call from Locked Screen* is ON, then:

1. First press of PTT button on wired accessory shows Call Screen for last call history regardless of the Landing Page option.
2. Second press of PTT button on wired accessory originates a call.

When your device is not locked and the application is in the background, the wired accessory PTT key opens the application to the Landing Page.

### Device with PTT Hard Key using a Wired Accessory

If your device has PTT hard key and no wired accessory is connected, One Touch Action setting is available with the Landing Page option only, and *Call from Locked Screen* option is hidden.



If your device has PTT hard key and wired accessory is connected, *Call from Locked Screen* is available.

When your device is locked (on lock screen) and *Call from Locked Screen* is ON, then:

1. First press of PTT button on wired accessory shows Call Screen for last call history regardless of the Landing Page option.
2. Second press of PTT button on wired accessory originates a call.

When your device is not locked and the application is in the background, the wired accessory PTT key opens the application to the Landing Page.

For devices that support One Touch Calling, see the ["One Touch Calling Behavior"](#) section.

For more information on how to setup or change your landing page, see the ["One Touch Action"](#) setting section.

## Scrolling

If you are viewing a list that has more entries than can be displayed on one screen, you can touch the list and drag your finger up or down to view the rest of the list.

## Searching

Searching allows you to easily find history, favorites, contacts, groups, or locations including addresses, points of interest, and cross streets. The search results are displayed in a list for you to easily scroll and choose the desired result. To search:

1. Touch within the search bar to bring up the on-screen keyboard. As you type, contacts or groups names containing the letters or numbers entered will automatically be displayed.
2. Tap the searched result to open it.

---

**Note:** You must be in the respective screen (history, favorites, contacts, groups, map) to search. The search function does not search outside the selected screen.












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## Icons

### Actions Icons

The action icon buttons are located at the top and the bottom of the screen. The following table lists the common actions icons you will see:

**Actions Icons**



Icon	Description
	Add button. Displayed on the Contacts, Favorites, Groups, and Quick Text. Tap to add contacts, favorites, groups, or quick text.
	Alert button. Tap to send Instant Personal Alert to a contact.
	Attach File button. Tap to attach a file to send as an attachment. Requires Integrated Secure Messaging.
	Camera button. Tap to choose from taking photo, video or select a file in gallery. Requires Integrated Secure Messaging.
	Cancel button. Tap to cancel current action and go back to previous screen.
	Delete button. Tap to delete the contact, group, etc.
	Details button. Tap to access the contact details.
	Filter ON button. Tap to toggle filter ON.
	Filter OFF button. Tap to toggle filter OFF.
	Gallery button. Tap to save to your device. Requires Integrated Secure Messaging.
	Location button. Tap to share your location. Requires Integrated Secure Messaging.
	Send Message button. Tap to send a text message. Requires Integrated Secure Messaging.

Icon	Description
	Forward button. Tap to forward an image or video. Requires Integrated Secure Messaging.
	Save button. Tap to save current contact or group.
	Voice Message button. Tap to send a recorded voice message. Requires Integrated Secure Messaging.

## Avatar Icons

The following table lists the common avatar icons you will see.

### Avatar Icons










Icon	Description
	Default contact icon used in contact list screen when there is no avatar assigned.
	Default group icon used in group list screen when there is no avatar assigned.




For the complete list of avatars, see the ["Avatars"](#) section within this document.

## Call Screen Icons

The following table lists the call screen icons you will see.

**Call Screen Icons**



Icon	Description
	End Call button. Tap to end the current PTT call.
	Group Location button. Tap to access the map for the group. Requires Geofencing and Geolocation.
	In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.
	Contact/Group Details button. Tap to access the details information of the group or contact.
	Instant Personal Alert button. Tap to send IPA to the contact.
<i>Multiple Icons</i>	Integrated Secure Messaging. For more information on Integrated Secure Messaging icons, see the <a href="#">"Integrated Secure Messaging Icons"</a> section.
	Listen-only call indicator.
	PTT button. Indicates idle state.
	PTT button. Indicates floor taken state.
	PTT button-acquired. Indicates acquired state.

Icon	Description
	Speaker ON toggle button. Tap the button to toggle from ON (default) to OFF. For more information, see the <a href="#">"Turning the Speaker On/Off and Set PTT Call Volume"</a> .
	Speaker OFF toggle button. Tap the button to toggle from OFF to ON. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see the <a href="#">"Turning the Speaker On/Off and Set PTT Call Volume"</a> .
	Call Volume control button. Tap the button to access the Volume Control popup. For more information, see the <a href="#">"Turning the Speaker On/Off and Set PTT Call Volume"</a> .

## Contacts Icon

The following table lists the contact list icon you will see.

**Contacts Icon**




Icon	Description
	Cellular Call button. Located in the contact details. Tap to make a cellular call.
	Interop user indicator.

For additional Contacts icons, see the ["Presence Icons"](#) section within this document.

## History Icons

The following table lists the history icons you will see.













**History Icons**

Icon	Description
	History Details button. Tap to access history details for contact, quick group call, or group.
	Unread indicator. Indicates that there is an unread message. Tap to read the message. The unread message indicator disappears when you tap the <b>History Details</b> button to reply to the message. Requires Integrated Secure Messaging.
	Voice Message indicator. Indicates the attachment is a voice message. Tap to play the message. Requires Integrated Secure Messaging.

## Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons you will see.










**Integrated Secure Messaging Icons**

Icon	Description
	Camera button. Tap to choose from take photo, shoot video or select from gallery.
	File Message button. Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the "File Messaging" section.
	Instant Personal Alert button. Tap to send IPA to the contact.
	Message button. Tap to send text message to the contact/group
	Play button. Tap to start playback of a voice message.
	Quick text access button. Tap to access quick text list.
	Voice Message button. Tap to record an voice message.
	Record button. Press and hold to start recording voice message.
	Send text message button. Tap to send text message.
	Share Location button. Tap to share location to the contact/group.
	Stop button. Tap to stop playback of voice message.
	Recording Voice button. Release to stop recording voice message.

## Group Icons

The following table lists the talkgroup icons you will see.















**Group Icons**

Icon	Description
	Broadcast Group indicator.
	Boundary Active. Indicates that location sharing for group members is turned on and the boundary is active. Requires supervisor location capabilities to be turned on by administrator.
	Location sharing group. Indicates that group member locations can be viewed and no boundary is active for the group. Requires supervisor location capabilities to be enabled by administrator.
	Interop talkgroup indicator.
	Scan List No Priority indicator.
	Scan List Priority 1 indicator.
	Scan List Priority 2 indicator.
	Scan List Priority 3 indicator.
	Supervisor group indicator.

## Map Icons



The following table lists the map icons you will see.

**Map Icons**

Icon	Description
	Call button. Tap to initiate a PTT call to the group member.
	Map pin indicating the location of a group member whose presence is unknown.
	Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
	Map Boundary Enable button. Tap to turn on the boundary and open.
	Map pin indicating the location of a group member whose presence is offline.
	Map pin indicating the location of a group member whose presence is available.
	Map pin indicating an arbitrary location or the intended center location of a boundary.
	Map pin indicating the location of a group member whose presence is DND.
	Map pin indicating the location of selected members of a quick group.
	Map Refresh button. Tap to refresh the locations of group members on the map.
	My Location Mark pin indicating your location on the map.
	Share button. Tap to share location.
	Boundary Settings. Tap to access the boundary settings. For more details, see the <a href="#">"Boundary settings"</a> section.
	Tracked Group Selector button. Tap to choose a group to view location or turn on or off the boundary alerts.











**Map Icons**

Icon	Description
	Map Boundary Enable button. Tap to turn on the boundary and open.
	Quick Group Selector button. Tap to create a quick group.

**Miscellaneous Icons**

The following table lists the miscellaneous icons you will see.








**Miscellaneous Icons**

Icon	Description
	Check box Off.
	Check box On.
	Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
	Favorite button, selected. Tap to toggle favorite OFF. Indicates contact or group is a favorite.
	Radio button off icon. Tap to toggle to the on state.
	Radio button on icon. Tap to toggle to the off state.
	Clear Search text. Tap to cancel current inputted text and search action.
	Search icon. For more details, see the <a href="#">"Searching"</a> section.

## Presence Icons

The following table lists the presence icons you will see.







**Presence Icons**

Icon	Description
	A PTT contact's presence status is "Available" or my presence status.
	A PTT contact's presence status is "Do Not Disturb" or my presence status.
	A PTT contact's presence status is "Offline" or my presence status when the phone is not connected to the server.
	Your presence status is "Available" (notification bar).
	Your presence is "Do Not Disturb" (notification bar).
	Your presence status is "Offline" (notification bar).
	You have alerts waiting to be displayed within the application (notification bar).

## Tab Icons

The following table lists the tab icons you will see.







**Tab Icons**

Icon	Description
	Contact Tab.
	Favorite Tab.
	Group Tab with Talkgroup Scan on.
	Group Tab with Talkgroup Scan off.
	History Tab.
	Map Tab. Requires Geolocation.

## Title Bar Icons

The following table lists the title bar icons you will see.

**Title Bar Icons**

Icon	Description
	Back button. Tap to go back to the previous screen.
	Cancel button. Tap to cancel the operation and return to the previous screen.
	Details button. Tap to go to details.
	Edit button. Tap to edit.
	Drop-down button. Tap to change self-presence.
	Save button. Tap to save the current operation.

## Tones

The PTT application plays tones to indicate various conditions.

### Tones

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert (IPA) or a Missed Call Alert (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification will be in the hidden in the background and will be brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Floor Acquired	Played after you press the PTT button to indicate that you can speak. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls will have a unique tone. Broadcast calls will also have a unique tone. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Network Up/Down	Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your <i>Network Up/Down Tones</i> setting.

## 4. Network Connectivity

This section describes the network connectivity associated with the Push-to-Talk (PTT) service.

### Using PTT over 4G LTE networks

Using PTT over 4G LTE networks ensure the fastest speed, least delay, best voice quality, and best performance during PTT calls and when using PTT services.

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**Note:** Use of PTT over cellular data networks less than 3G is not recommended because the slower data rates cause a considerable amount of delay, which can cause a degradation in voice quality or even dropped calls.

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### Using PTT over Wi-Fi

Using PTT over Wi-Fi can provide effective in-building coverage and leveraging Wi-Fi access points within organizations and hotspots.

---

**Note:** By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, turn on the Wi-Fi setting in the application. For more details, please refer to the ["Settings"](#) section.

---

### Switching between cellular data networks and Wi-Fi networks during a call

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. This is known as a “**handover**” between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call will automatically be reconnected after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you will experience a short loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the *Network Up/Down Tones* setting and the *Network Loss Tone Repeat* Setting. Once the handover is complete and the PTT application reconnects to the data network, your call will automatically continue. It is possible that the handover takes more than a few seconds. In this case, a call in progress may not be automatically reconnected. If this happens, you can call back from PTT history.

**Authenticated Wi-Fi Connections (e.g., hotel access)**

The PTT application can also be used at any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some sort of authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, PTT service will not be available (you cannot place or receive PTT calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

## 5. Making and Receiving PTT Calls

This section describes the steps to make and receive Push-to-Talk (PTT) calls.

This section is organized as follows:

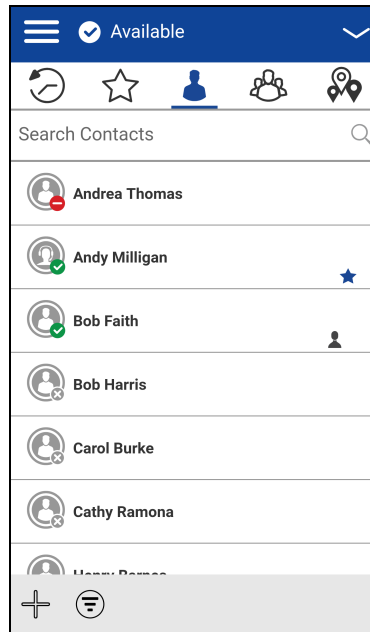
- 
- Making Calls
  - One-to-One (1:1) Calls
  - Calling a contact that is offline or has a Do Not Disturb (DND) status
  - Group Calls
  - Quick Group Calls
  - Broadcast Talkgroup Calls
  - Call from Device Contacts
  - Call from History
  - Call from Missed Call Alert
  - Call from Instant Personal Alert
  - One Touch Calling Behavior
  - Call Behavior While the Screen is Locked
  - PTT Call Behavior When Contact or Group is Unavailable
  - PTT Call Behavior in Background
  - Manual Dial Calls
- Receiving Calls
  - Receiving Broadcast Talkgroup Calls
  - Broadcast Call History
- Turning the Speaker On/Off and Set PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- PTT Call Behavior in Background
- PTT Call Behavior While the Screen is Locked
- Rejoining a PTT Group Call



## Making Calls

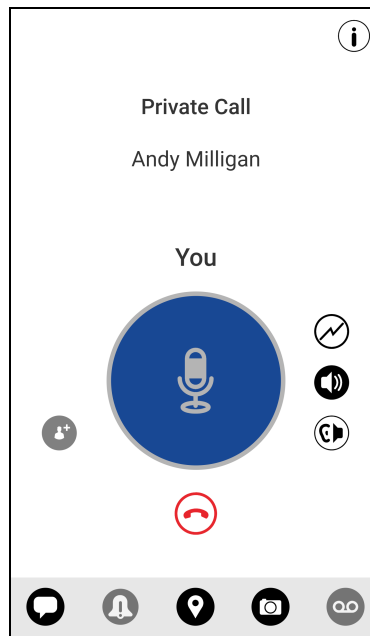
### One-to-One (1:1) Calls

1. From the contact list, tap the contact to select the one you want to start a PTT call.



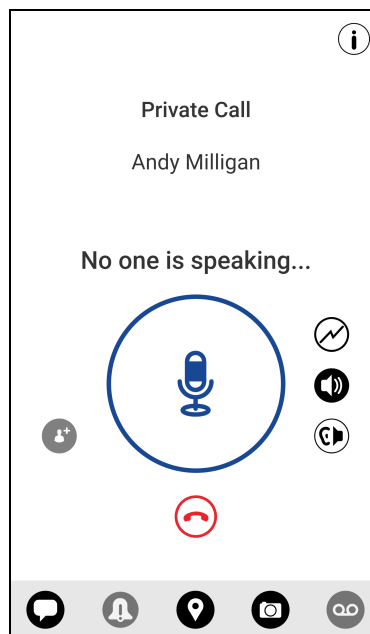
#### Contacts

2. The *Call* screen is displayed including the name of the contact that you are calling in the call status.
3. Press and hold the on-screen PTT button, a private one-to-one PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



**Private Call in Progress**

4. Release the PTT button to allow the other person on the call to take the floor and speak.

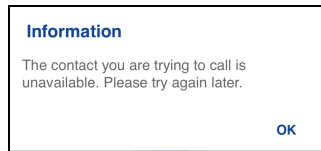


**No One Is Speaking in a Private Call**

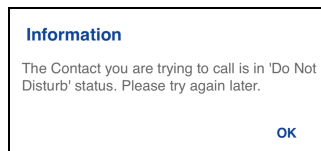
5. Tap the **End Call** button to end the call.

### **Calling a contact that is offline or has a Do Not Disturb (DND) status**

If the person you are trying to call has a presence status of Offline, you will see the following error message:

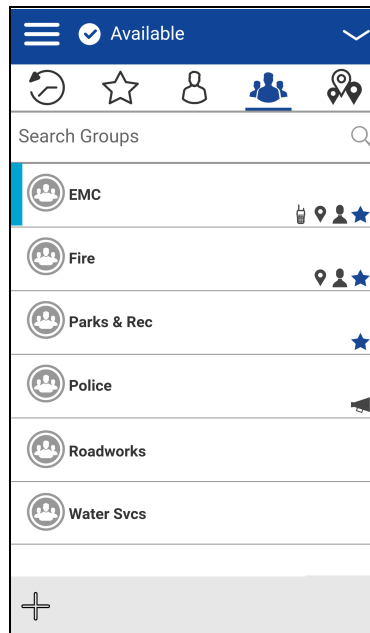
**Contact is Unavailable**

Similarly, if the person you are trying to call has a presence status of Do Not Disturb, you will see the following message:

**Contact is in Do Not Disturb Status**

## Group Calls

1. From the group list, tap the group to select the one you want to start a PTT call.



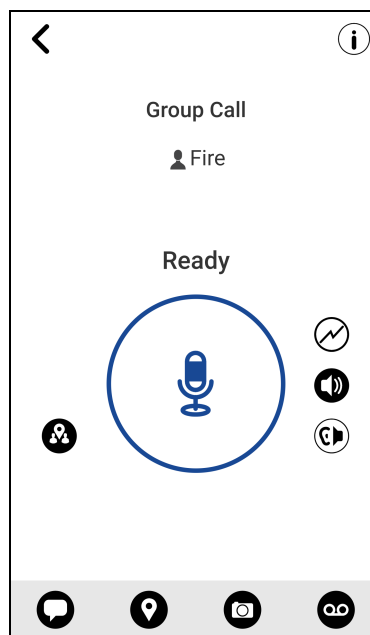
**Groups**

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**Note:** Some corporations may automatically assign a group called “all\_subscribers\_group”. This group has all the PTT subscribers from your corporation.

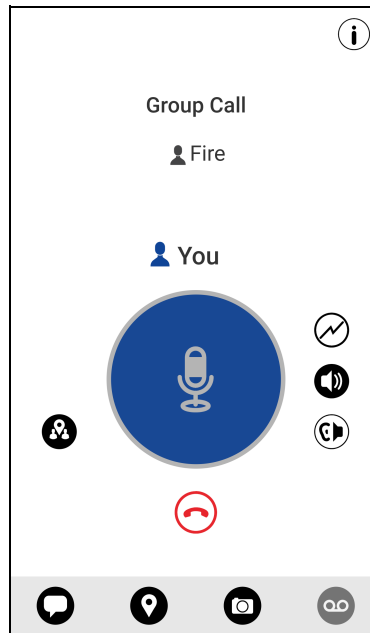
---

2. The *Call* screen displays including the name of the group that you are calling in the call status.



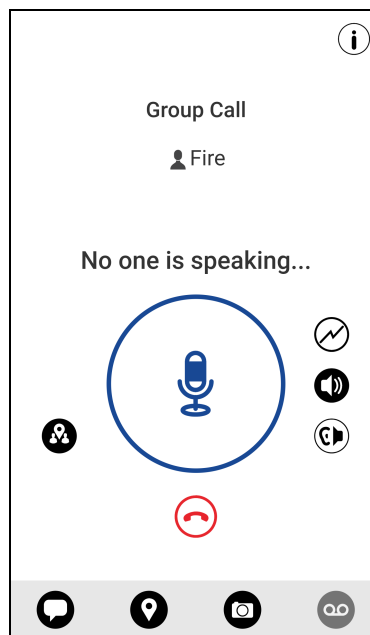
**Place a PTT Group Call**

3. Press and hold the PTT button displayed on the screen, a group PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



**You Are Speaking in a Group Call**

4. Release the PTT button to allow other members of the call to take the floor and speak.

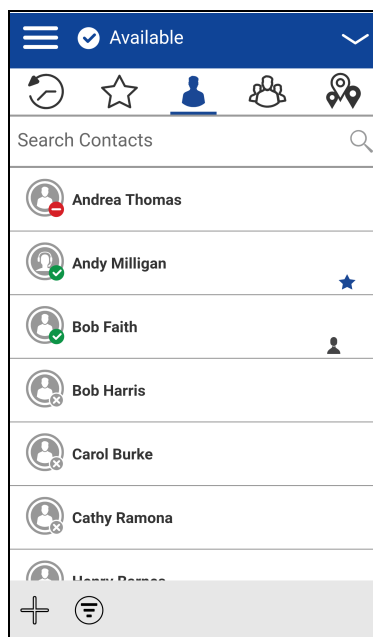


**No One Is Speaking in a Group Call**

5. Tap the **End Call** button to end the call.

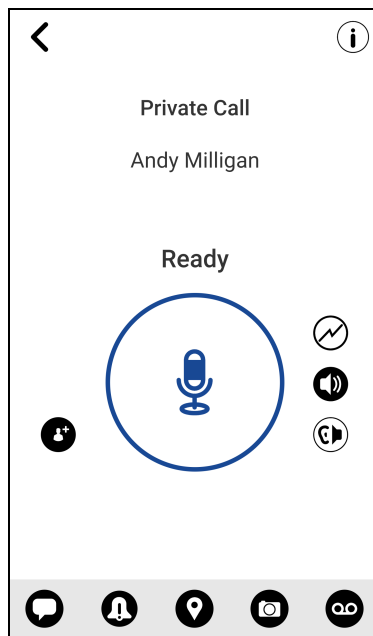
## Quick Group Calls

1. From the Contacts tab, select your first contact to call.



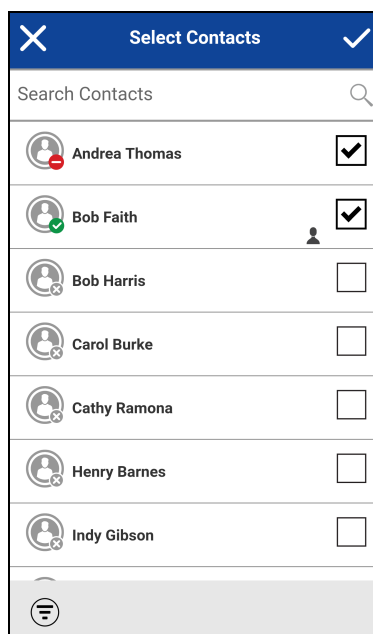
**Contacts**

2. Call screen displays.



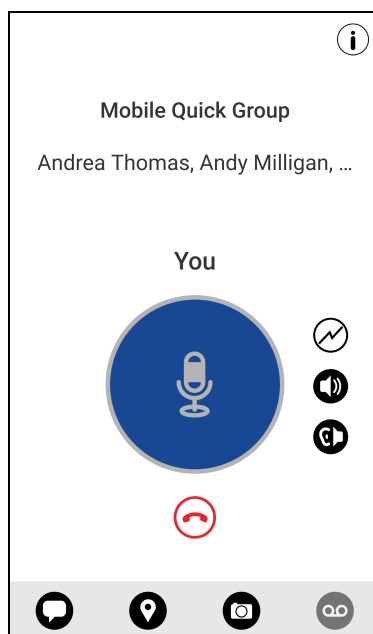
**Call Screen**

3. Tap the **Add Participants** button. The *Select Contacts* screen displays.



### Select Contacts

4. Select up to 9 contacts to add to the quick group call. When completed, tap the **Save** button located in the upper right.
5. Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



### You Are Speaking in a Quick Group Call

6. Release the PTT button to allow the other members of the group to take the floor and speak.
7. Tap the **End Call** button to end the call.

## Broadcast Talkgroup Calls

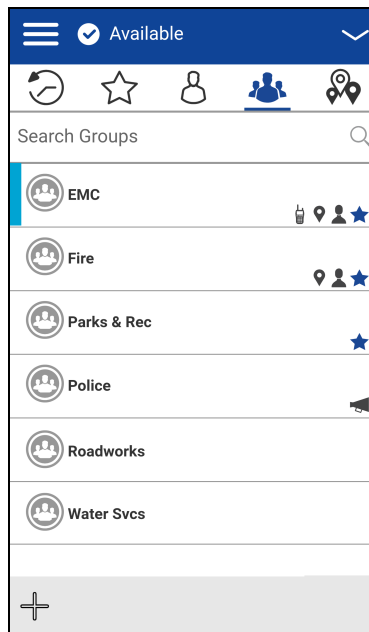
Broadcast Talkgroup calls make it possible to deliver important information quickly to a large group. Only certain group members, called broadcasters, may initiate a one-way high-priority call to a talkgroup with up to 500 members. A Broadcast Talkgroup Call preempts any ongoing PTT call and receiving talkgroup members cannot call back or reject the call. Once a broadcaster takes the floor, the broadcaster will not be preempted by another broadcaster. You will only see a Broadcast Talkgroup if you are a designated broadcaster by your Corporate Administrator.

---

**Note:** Broadcast Talkgroup calls will interrupt ongoing PTT calls for the talkgroup members and they will hear the call even if they have *Do Not Disturb* turned on. These calls also override the Do Not Disturb (DND) status if the Corporate Administrator has set the talkgroup to do so.

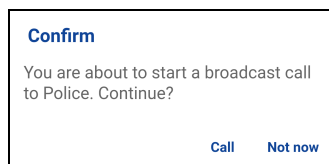
---

1. Tap the broadcast talkgroup you want to call. The broadcast talkgroup is identified in the group list by the broadcast talkgroup icon.



**Talkgroups**

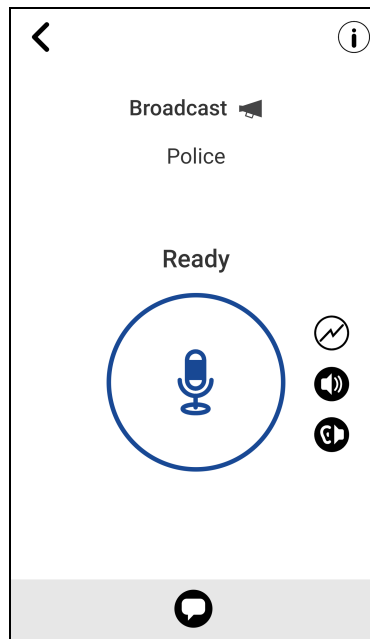
2. A confirmation dialog is displayed as shown below.



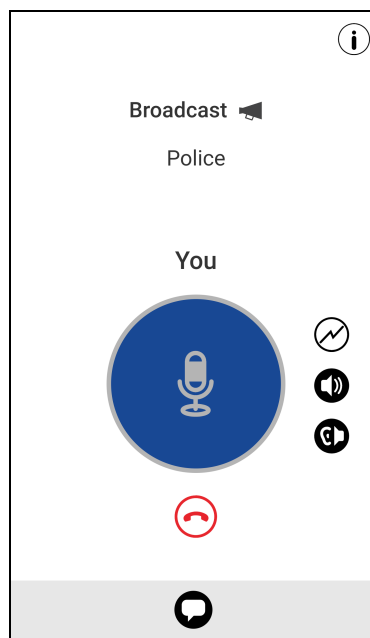
**Confirmation Dialog**

3. Tap **Call** to initiate the call. The PTT call screen is displayed as shown below.



**Broadcast Call Screen**

4. Press and hold the PTT button, a Broadcast Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. Begin speaking.
5. Release the PTT button when you have finished speaking.

**Broadcast Call in Progress**

6. Tap the **End Call** button to end the broadcast call.

## Call from Device Contacts

### To place a call from the device contacts

---

**Note:** You cannot place PTT calls when the PTT application is Offline or logged out.

---

1. Navigate to the device contacts, select the PTT contact to call, and press the PTT key.

---

**Note:** Pressing the PTT key may display multiple numbers. Select the PTT number and press the PTT key to call. To avoid multiple numbers, ensure to assign one phone number to a contact.

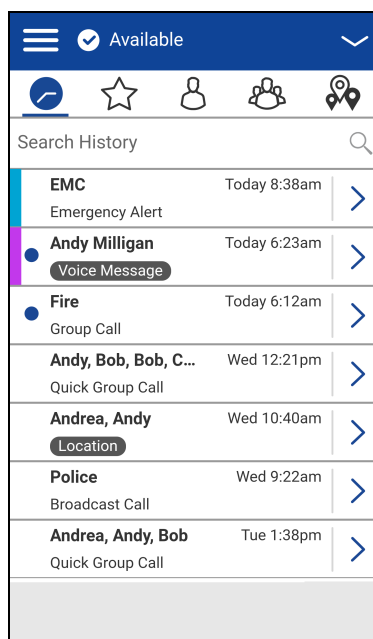
---

2. OR

Navigate to **Push-to-Talk** and press the **PTT key** to call the contact.

## Call from History

1. Tap on the *History* tab to view the history of calls and IPAs.



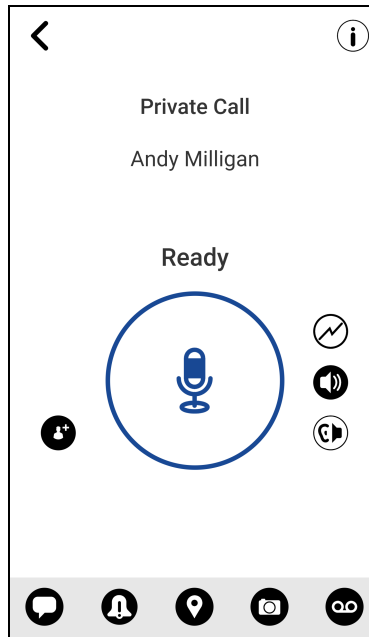
### History

2. Touch on the conversation you want to call, a call screen will be displayed as shown below.

---

**Note:** If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See "One Touch Calling Behavior" for more information.

---

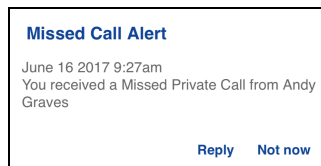


#### Initiate a Call from a History Entry

3. Press and hold the PTT button displayed on the screen, a PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.

### Call from Missed Call Alert

On receiving a Missed Call Alert, you will receive an alert tone and a pop-up message will be displayed. For more details, see the ["Missed Call Alert"](#) section.

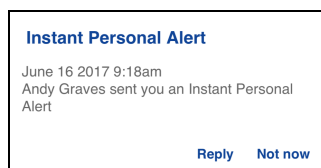


#### Missed Call Alert Message

1. Tap the **Reply** button to place the call.
- OR
- Tap the **Not now** button to dismiss the message.

### Call from Instant Personal Alert

1. On receiving an Instant Personal Alert, you will receive an alert tone and a pop-up message will be displayed. For more details, see the ["Instant Personal Alert"](#) section.



#### Instant Personal Alert Message

2. Tap the **Reply** button to place the call.

OR

Tap the **Not Now** button to dismiss the message.

## One Touch Calling Behavior

You can originate a PTT call to the one of the following:

- the most recent history event
- to a user-selected PTT contact
- to a user-selected PTT talkgroup (corporate or public)

---

**Note:** The One Touch Calling is available on supported devices.

---

The One Touch Calling behavior must be preconfigured for these actions. For more information on how to setup One Touch Calling, see the ["One Touch Action"](#) setting.

## Call Behavior While the Screen is Locked

You can originate a PTT call to the selected contact or talkgroup based on the One Touch Action setting when the device is locked by pressing a PTT button, wired accessory, or Bluetooth RSM. The Call From Lock Screen setting must be turned ON. For more information on the Call From Lock Screen, see the ["Call From Lock Screen"](#) section. For more information on how to setup One Touch Action, see the ["One Touch Action"](#) setting.

---

**Note:** The Call From Lock Screen setting is available on supported devices.

---

For devices without a PTT hard button using a wired accessory, see ["One Touch Calling and Landing Page"](#) section.

## PTT Call Behavior When Contact or Group is Unavailable

When calling a contact or group that is unavailable, the application will automatically record and send a voice message while pressing the PTT button. The message is then sent as soon as you release the PTT button. There is no review, discard, or re-record.

---

**Note:** Requires Integrated Secure Messaging feature.

---

### One-to-One (1:1) Calls

A contact is unavailable when their presence status is Offline or Do Not Disturb (DND), or if they are temporarily not reachable due to loss of signal.

A voice message must be 3 seconds or longer otherwise the message will not be sent and you will receive an information message.

---

**Note:** When calling a contact that is temporarily not reachable due to loss of signal, the voice message recording chirp can take up to 7 seconds.

---

### **Group Calls**

When the group you are trying to call has all members unavailable, you can record and send a voice message to the entire group.

A voice message must be 3 seconds or longer otherwise the message will not be sent and you will receive an information message.

---

**Note:** When all members are not available, the voice message recording chirp can take up to 7 seconds if one or more members are temporarily not reachable due to loss of signal.

---

## PTT Call Behavior in Background

### Originating PTT Calls — Background Mode

When *Background Mode* is turned on, and you make a PTT call, the PTT application remains in the background and the display will not turn ON if it is OFF during PTT call origination, and your PTT call is placed based on your one-touch call origination option (Call Most Recent, Call Contact, or Call Group).

If the device does not support one-touch call origination, then the PTT application comes to foreground according to *One Touch Action* setting for default tab. For more information on *Background Mode*, see the ["Settings"](#) section.

---

**Tip:** If your phone has a PTT button or supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

---

---

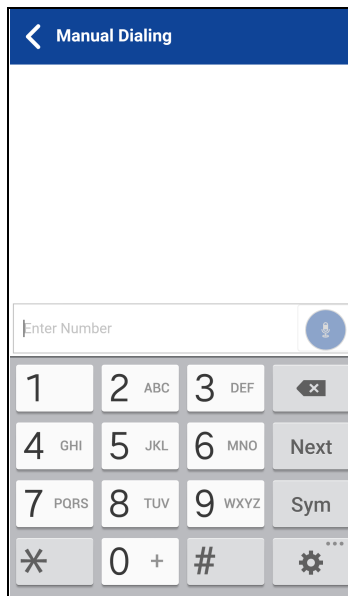
**Note:** If the backlight is OFF, it will remain OFF when making a PTT call. IPAs are not visible until you access the PTT application; however, you will still receive audible alerts, if turned ON.

---

## Manual Dial Calls

The *Manual Dial* screen allows you to manually call a PTT contact.

1. From the *Menu*, tap the **Manual Dial** option. The *Manual Dialing* screen displays.



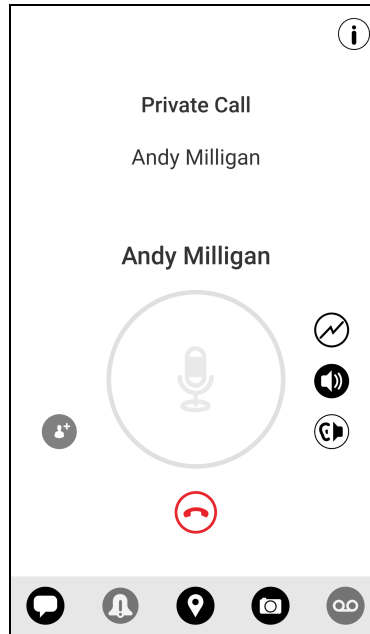
**Manual Dial**

2. Begin entering the contact number using the on-screen keyboard. If the number matches contacts, they will be displayed. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field.

3. Tap the on-screen PTT button located at the right of the phone number. The Call screen displays.

## Receiving Calls

1. When you receive an incoming PTT call, the application will be brought to the foreground and the PTT button will change color.



Receive an Incoming PTT Call

---

**Note:** This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the ["PTT Call Behavior in Background"](#) section.

---

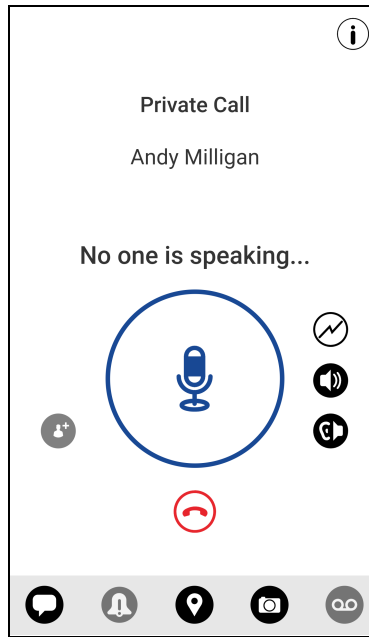
---

**Note:** Incoming PTT calls will respond differently based on the combination of the phone settings and the PTT application settings. For more information, see the ["Interaction with Silent or Sound Mode"](#) section.

---

2. Whenever the talker releases the floor, the PTT button changes and the PTT button changes color and the floor is available for another talker.





#### No One is Speaking in an Incoming PTT Call

3. You can continue the conversation by touching and holding the PTT button on the screen.
4. Tap the **End Call** button to end the call.

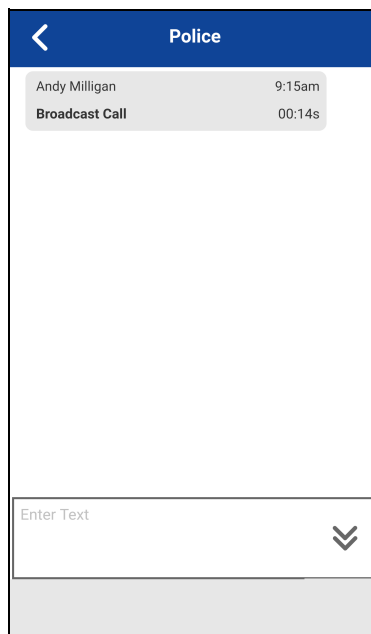
### Receiving Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but will preempt other PTT calls in progress. You can recognize a broadcast talkgroup call because there will be a special tone played followed by an announcement. During the call, only the broadcaster can speak and you will not be able to take the floor. These calls also override your Do Not Disturb (DND) status if the corporate administrator has set the talkgroup to do so.

Only certain talkgroup members may make broadcast talkgroup calls. If you are not allowed to make calls to a talkgroup, you will not see it listed in the groups tab. If you try to call a broadcast talkgroup from history, you will see a message indicating that the call cannot be completed.

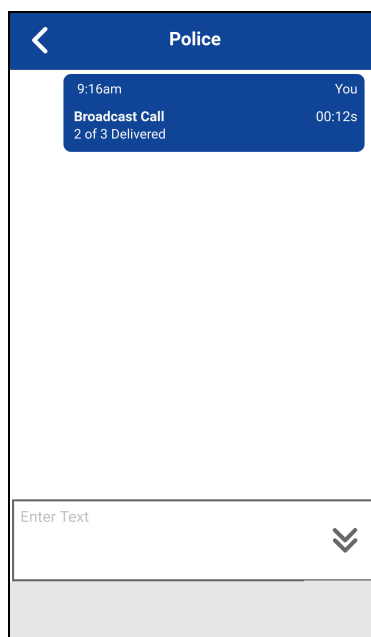
### Broadcast Call History

Outgoing broadcast calls are shown in call history like other calls, but with a different icon and call type indicated.



### Non-Broadcaster Call History

A summary of call delivery is shown in the *Group* tab history detail for the selected talkgroup. The number of talkgroup members who received the call is shown along with the total number of talkgroup members.



### Broadcaster Call History

Calls might not be delivered to everyone because a talkgroup member may be offline, engaged in a cellular call, have a Do Not Disturb status, or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times. Once the call delivery process is complete, the delivery status will be shown.

## Turning the Speaker On/Off and Set PTT Call Volume

On the Call screen, there is a toggle that indicates whether the speaker is ON or OFF for PTT calls. When the speaker is off, you will hear the PTT call audio in the phone's earpiece and when it is OFF the audio is heard through the speaker.



**Earpiece is ON**



**Speaker is ON**

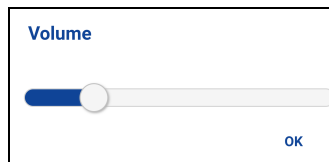
During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a PTT call will be used for subsequent calls including cellular calls.

---

**Tip:** The PTT call volume can be adjusted using the device volume keys. when the PTT Key setting is set to any option other than "Volume Up/Down". For more on how to set the PTT Key setting, see the ["PTT Key"](#) section.

---

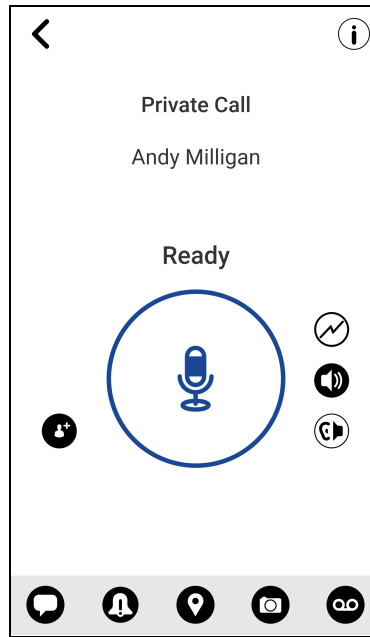
On the call screen, press the Call Volume ON/OFF toggle switch. A Volume Control popup displays.



**Volume Control**

Adjust the Volume Control slider to the desired position. Press **OK** when you are finished changing the volume.

The following figure shows an example of the location of the speaker ON/OFF button:

**Call Screen**

The speaker can also be turned OFF from the application settings. See the setting ["Call Screen Icons"](#) for more details.

## Interaction with Silent or Sound Mode

When your phone's ringer is set to silent or vibrate-only, PTT calls are played over the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker on/off button for the current call. The next PTT call will again use the phone's earpiece while the phone is in silent mode.

Privacy Mode allows you control how incoming PTT calls are handled whenever your phone ringer setting is set to "silent" or "vibrate-only". With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. For more information on how to set Privacy Mode, refer to the ["Settings"](#) section.

You can set the phone to vibrate for incoming PTT calls if the incoming Call Vibrate setting is ON. For more information on how to set incoming Call Vibrate, refer to the ["Vibrate Call"](#) section.

## Interaction between PTT and cellular calls

### Answering a regular phone call while on a PTT call

If you receive an incoming regular phone call while you are in a PTT call, the ongoing PTT call continues and an incoming cellular call is rejected.

If Call Priority setting is set to **Phone**, an ongoing PTT call will end if a cellular call is answered. For more information on Call Priority, see the ["Settings"](#) section.

### Receiving a PTT call when on a regular phone call

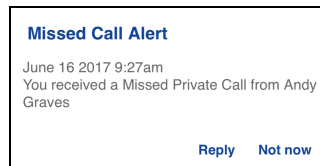
If you receive a PTT call while you are on a regular call, the ongoing cellular call continues and an incoming PTT call is rejected with user busy indication regardless of the *Call Priority* setting. You will receive a Missed Call Notification at the top of your screen. After the call ends, you will hear a missed call alert tone.

If Call Priority setting is set to **Phone**, an incoming PTT call is rejected. For more information on Call Priority, see the ["Settings"](#) section.



#### Missed Call Notification

After the current regular call ends, you can make a PTT callback to the caller from the Missed Call Alert displayed in the PTT application.



#### Missed Call Alert Message

## PTT Call Behavior in Background

### Incoming PTT Calls— with Background Mode Turned OFF

While you are using other applications on the phone, an incoming PTT call will bring the PTT application to the foreground and you will hear the caller's voice. At the end of the PTT call, the application automatically returns to the background after the call. The PTT application will go to the background at the end of the call and will display the previously viewed application in the foreground.

### Incoming PTT Calls — Background Mode

When Background Mode is turned on and you receive an incoming PTT call, the PTT application remains in the background and the display will not turn ON if it is OFF and you will hear the caller's voice. You must bring the PTT application to the foreground in order to use the on-screen PTT button. For more information on Background Mode, see the ["Settings"](#) section.

---

**Tip:** If your phone has a PTT button or supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

---

---

**Note:** If the screen is locked, the application is restricted to calling and messaging for the incoming call. The *Background Mode* setting applies.

---

---

**Note:** If the backlight is OFF, it remains OFF during an incoming PTT call. IPAs are not visible until you access the PTT application; however, you receive audible alerts, if turned on.

---

### Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you will continue to hear the PTT call, but you will not be able to take the floor and speak until you return to the PTT application.

---

**Tip:** If your phone has a PTT button or supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

---

## PTT Call Behavior While the Screen is Locked

You can originate a PTT call to the selected talkgroup when the device is locked by pressing a PTT hard button, wired accessory, or Bluetooth RSM. The *Call From Lock Screen* setting must be turned on. For more information on the *Call From Lock Screen*, see the ["Settings"](#) section.

The *Call From Lock Screen* setting is available on supported devices.

## Rejoining a PTT Group Call

### Rejoining a Group Call

If you leave during a PTT group call, you can rejoin it by initiating a call to that group again, either from the call history or from the group list. If the call ended before you try to rejoin, you will start a new call to that group.

### Joining a Missed Group Call

If you miss a group call, you have the option on the missed call alert to directly call the group. If the group call is still in progress, you will be automatically joined to the ongoing call. Otherwise, you will start a new call.

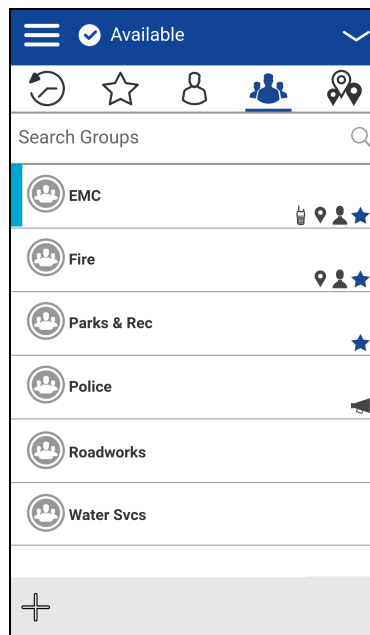
## 7. Supervisory Override

Supervisory override allows a talkgroup member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

This section describes supervisory override and is organized as follows:

- [Supervisor Talkgroup](#)
- [Non-Supervisor Talkgroup Members](#)

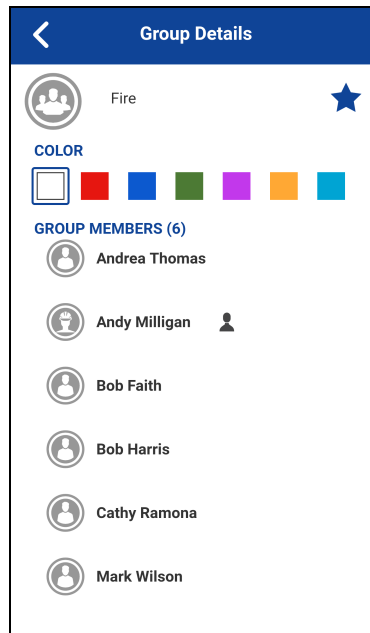
### Supervisor Talkgroup



#### Supervisor Talkgroup

A talkgroup supervisor will see a supervisor icon displayed next to the name of the talkgroup and next to the word "You" in the status bar when they take the floor.

## Non-Supervisor Talkgroup Members



### Non-Supervisor Talkgroup Members

A non-supervisor talkgroup member will be able to identify supervisors by an icon next to the supervisor's name.



## 8. Alerts

This section describes the alerts used in the Push-to-Talk (PTT) application and is organized as follows:

- [Instant Personal Alert \(IPA\)](#)
  - [Sending an Alert](#)
  - [Receiving an Alert](#)
- [Missed Call Alert \(MCA\)](#)
- [Multiple Missed Call Alerts/Instant Personal Alerts per Caller](#)
- [How to Set the PTT Alert Volume](#)

### Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback. Instant Personal Alerts can only be sent to individual contacts.

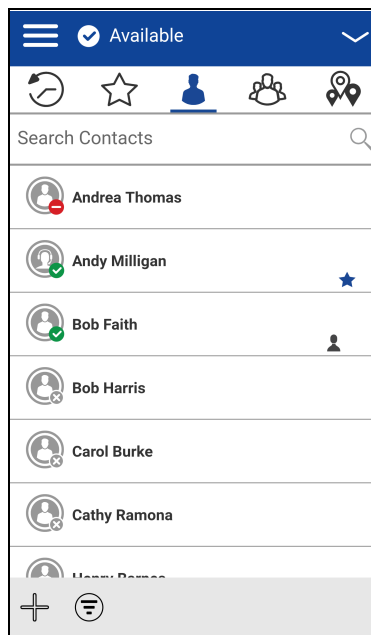
#### Sending an Alert

1. Select the contact from the contact list.

---

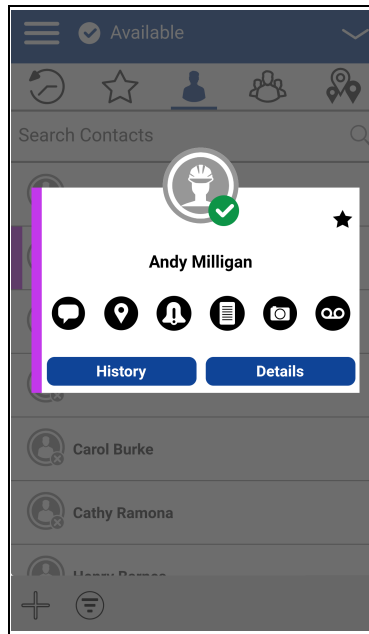
**Note:** Alerts can also be sent from *History* tab and Call screen using the *Alert* button.

---



**Contacts**

2. Touch and hold on the contact name. The context menu displays.



**Contact Context Menu**

3. Tap the **Alert** button to send the alert to the selected person. A 'Alert Sent' information message is displayed.

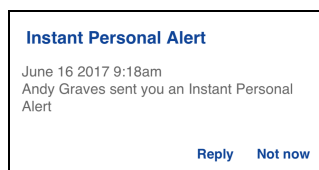
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**Note:** The "Alert Sent" message indicates that the application successfully delivered an alert request to the server. This message does not mean the person received the alert.

---

## Receiving an Alert

1. Whenever someone else sends you an alert, the PTT application will notify you with a persistent alert dialog displayed and an audible tone is played (subject to Silent Mode behavior).



**Instant Personal Alert Message**

### IPA behavior

The IPA behavior is one of the following based on the setting:

- Persistent alert dialog is displayed and an audible tone is played (default)
- Persistent alert tone is played but no alert dialog is displayed.
- Persistent alert dialog is displayed but no alert tone is played.
- No alert dialog is displayed and no alert tone is played.

For more information on the Instant Personal Alert, see the ["Settings"](#) section.

---

**Note:** When you are on a cellular call or PTT call, the IPA is deferred until after the call ends and will display when PTT is idle (not in a call). Only last IPA is displayed (no queuing).

---

2. You can call the person back by tapping the **Reply** button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed. Whenever you receive an alert, it is shown in the call history  
OR  
You can also tap the **Not Now** button to dismiss the alert without calling back.

---

**Tip:** Whenever you receive an alert, it is shown in the call history

---

## Missed Call Alert (MCA)

Your phone will alert you whenever you miss a PTT call for the following reasons:

- You are on a regular cellular call when a one-to-one or group PTT call is made that includes you.
- You are already on a PTT call and another one-to-one or group PTT call is made that includes you.
- Your phone receives a one-to-one PTT call and you do not reply by taking the floor and speaking back. You will not receive a missed call alert if you do not reply to a group call.
- Your self-presence is DND. In this case, the history will be updated silently. You will not receive a pop-up notification.

For more information on configuring the Missed Call Alert, see the ["Settings"](#) section.

---

**Note:** You will not receive a missed call alert for a one-to-one PTT call if you end the PTT call before speaking back.

---

### To reply to a missed call alert

1. A Missed Call Alert is displayed as shown below.



**Missed Call Alert Message**

2. Tap **Reply** to make a PTT call.  
OR  
Tap **Not now** to dismiss the message.

## **Multiple Missed Call Alerts/Instant Personal Alerts per Caller**

When you receive multiple Instant Personal Alerts (IPAs), only the latest alert will be shown on the display after the call ends. All the previously received IPAs are available in the PTT call history.

Similarly, when you receive multiple missed call alerts from a single caller or group, only the latest alert will be shown on the display. All the previously received missed call alerts are available in the PTT call history.

## **How to Set the PTT Alert Volume**

The phone-wide Notification Volume controls the volume of PTT alert tones. Adjust the volume to the desired level for Notifications.

For more information on your phone volume controls, refer to your phone owner's manual.

## 9. Real-Time Presence

This section describes real-time presence using the Push-to-Talk (PTT) application.

This section is organized as follows:

- [My Presence](#)
- [PTT Contact Presence](#)

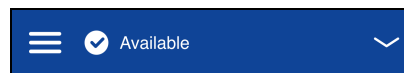
With real-time presence, you can tell at a glance if the person you want to call is Available, Do Not Disturb (DND), or Offline. DND and offline contacts do not receive PTT calls. However, they can send and receive Integrated Secure Messages. The presence indicator is displayed next to the name of the contact. Likewise, you can tell others of your availability by selecting either “Available” or “Do Not Disturb” within the PTT application. When you turn off your phone, you are automatically marked as “Offline” to others.

### My Presence

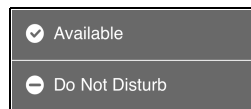
My Presence or self-presence can be seen just above the Top-Level tabs and in the notification bar. For more information on the icons, refer to the ["Presence Icons"](#) section.

#### To Set the Self Presence

1. Tap on the self-presence tile. A pop-up menu will appear.

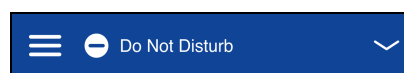


**Self-Presence Status Available**



**Self-Presence Status Options**

2. Choose the presence state you want to set.
3. The Self-Presence icon and text will be updated on the Self-Presence Bar and the icon on the screen status bar.



**Self-Presence Status Do Not Disturb**

## Meaning of Presence

**Available:** You are logged into the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPA), and Integrated Secure Messages.

**Do Not Disturb (DND):** You are logged into the PTT application, not willing to receive a PTT call but can receive an Instant Personal Alert and Integrated Secure Messages. While in DND, incoming calls are not received, but the history is updated with missed call alerts.

**Offline:** You are logged out from the PTT application and will not be able to receive PTT calls, alerts, or Integrated Secure Messages.

**No Connection:** When the PTT application cannot communicate with the PTT server, it will display “Offline” in the Status bar or System Notification and your availability will show “No Connection”. For more information, refer to the ["Loss of Data Network Connection"](#) section.



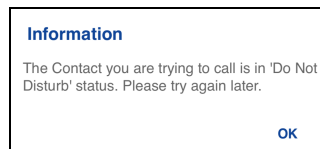
### Self-Presence Status No Connection

## Calling Restrictions

When you are in the DND state, you cannot receive PTT calls, but you can make PTT calls to other available users.

## IPA Origination Restrictions

When you are in the DND state, you will not be able to send an IPA to other contacts since you cannot receive calls from others. If you try to send an alert, you will see the following message:

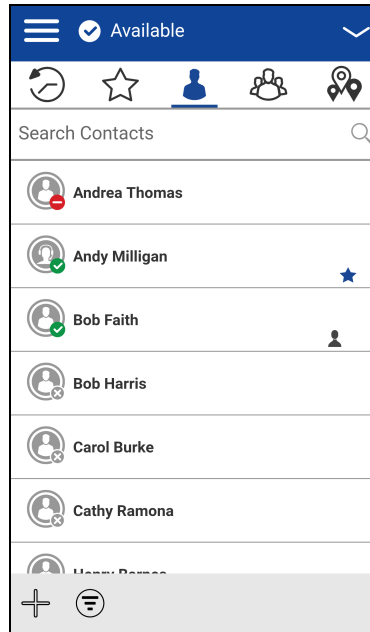


### Do Not Disturb Information Message

## PTT Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name.

The following Image shows an example:



**Contacts**

### Meaning of Available, DND and Offline

**Available:** The PTT contact is logged into the PTT application, ready to receive PTT calls Instant Personal Alerts and Integrated Secure Messages.

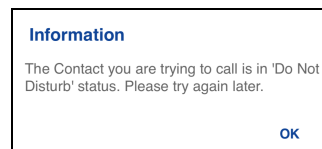
**Do Not Disturb (DND):** The PTT contact is logged into the PTT application, not willing to receive PTT calls but will be able to receive Instant Personal Alerts and Integrated Secure Messages.

**Offline:** The PTT contact is logged out from the PTT application and will not be able to receive PTT calls, alerts and Integrated Secure Messages.

For a description and list of all icons, see the ["Icons"](#) Section.

### Calling Restrictions

When a contact is in the DND state, you cannot place a PTT call to that contact. If you try to make a call to a contact with the DND status, you will see the following message:



**Do Not Disturb Information Message**

**Using Instant Personal Alerts for DND contacts**

To contact a person with a DND status, you can send an Instant Personal Alert to request a callback.



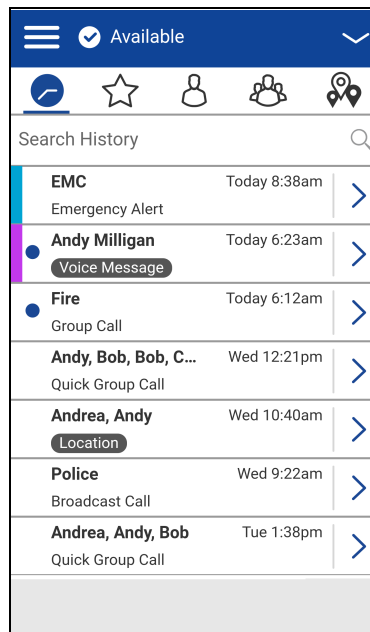
## 10. History

This section describes the history tab using the Push-to-Talk (PTT) application. The history holds all the conversation history of contacts, groups as well as quick group calls and is organized as follows:

- [Access the History Tab](#)
- [Search History](#)
- [History Icons](#)
- [Access Conversation Details](#)
- [Make a PTT call](#)
- [Add Contact](#)
- [Delete History](#)
- [Delete Message](#)
- [Forward a Message](#)
- [Send a Photo or a Video](#)

The *History* tab displays all your conversation history of calls, contacts, groups, alerts, messages (text, image, video, and voice). You can view and search your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or group. The History tab contains two-level screens: main screen and details screen. The main screen contains the high-level view. The second-level screen contains the conversation details.

Each top-level history entry displays the conversation type (Broadcast Call, Group Call, Quick Group Call, Private Call), contact name, group name or participant names for quick groups, <message text preview> (if a text message), Voice Message, File, Image, Location, Video, and a time stamp.



History

## Access the History Tab

To access the History, tap the **History** tab located at the upper left of the screen.

## Search History

You can use the search box to search for history. To search History, see the ["Searching"](#) section for more information.

## History Icons

For more information on the History icons, see the ["History Icons"](#) section.

## Access Conversation Details

To access the conversation details, tap the *History Details* button located to the right of the entry.

From the conversation details screen, you can view history, send alerts, read and send messages.

For more details, see the ["Integrated Secure Messaging"](#) section. For additional information on sending and receiving multimedia content, refer to the ["Integrated Secure Messaging"](#) section.

## Make a PTT call

1. To make a PTT call, tap the history entry. The Call screen displays.
2. Press and hold the PTT button or the on-screen PTT button to talk.

See the ["Call from History"](#) section for more information.

## Add Contact

You can add a contact if the contact is not already in your contact list.

1. From the top-level screen, tap and hold the history entry. A context menu displays.
2. Tap the **Add Contact** option. The *New Contact* screen displays.

See the ["Add a Contact"](#) section for more information.

## Delete History

You can delete any history entry.

1. From the top-level screen, tap and hold the history entry. A context menu displays.
2. Tap the **Delete History** option. The *History for this contact or group will be removed. Continue?* displays.
3. Tap **Yes** to delete or **No** to cancel.

## Delete Message

You can delete a message to a contact on the details screen.

1. Tap the **History Details** button.
2. Tap and hold the history entry. A context menu displays.
3. Tap the **Delete Message** option. A delete confirmation message displays.
4. Tap **Yes** to delete or **No** to cancel.

## Forward a Message

To forward a message, refer to the ["Integrated Secure Messaging"](#) section.

## Send a Photo or a Video

To send a photo or video, refer to the ["Integrated Secure Messaging"](#) section.

## 11. Favorites

The Push-to-Talk (PTT) favorite contacts and favorite groups are separate from the group list on the phone.

This section is organized as follows:

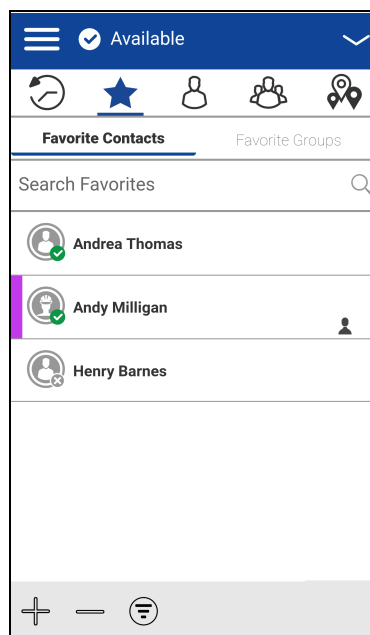
- [Favorite Icons](#)
- [Search Favorites](#)
- [View or Edit Favorite Contacts](#)
- [Add Favorite Contacts](#)
- [Remove Favorite Contacts](#)
- [View or Edit Favorite Groups](#)
- [Add Favorite Groups](#)
- [Remove Favorite Groups](#)

### Maximum Number of Favorites

The following table lists the maximum number of favorite contacts and favorite groups allowed on your device.

Favorites	
Contacts (total)	300
Groups (total)	50

### Maximum Favorite Contacts and Favorite Groups



**Favorite Contacts**

## Favorite Icons

For more information on the Favorites icons, see the ["Icons"](#) section.

## Search Favorites

You can use the search box to search for favorites. To search favorites, see the ["Searching"](#) section for more information.

## View or Edit Favorite Contacts

The Favorite Contacts screen shows a list of all your favorite PTT contacts as well as their current presence status. You can view or edit favorite contacts using the *Contact Details* screen.

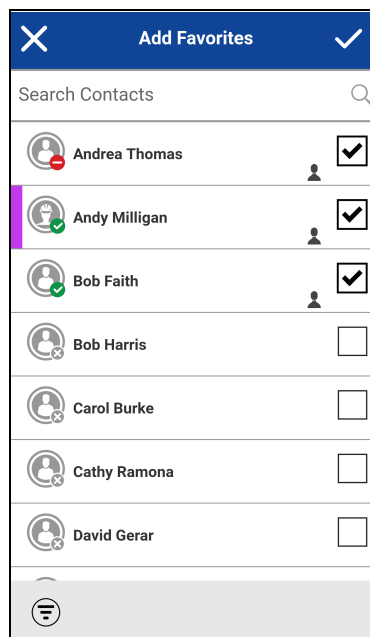
## Add Favorite Contacts

1. From the Favorite Contacts screen, tap the **Add** button on the action bar. The Add Favorites Contacts screen displays.

---

**Note:** Groups can be added to Favorites from the Group tab or history entry for that group.

---

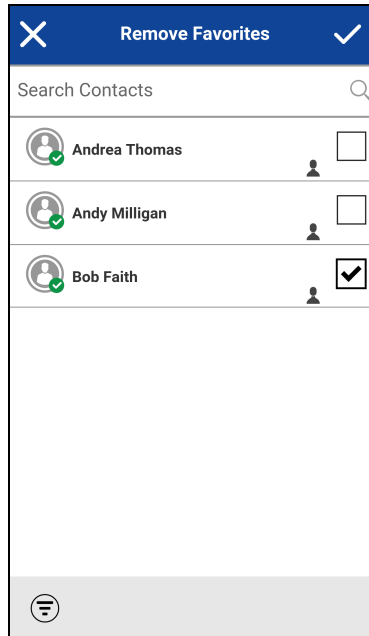


**Add Favorite Contacts**

2. Scroll and select one or more contacts to add as a favorite.
3. Tap the **Save** button on the action bar to save your favorite. The Favorite Contacts screen displays.

## Remove Favorite Contacts

1. From the ***Favorites Contacts*** screen, the Remove button on the action bar. The ***Remove Favorites*** screen displays.



**Remove Favorite Contacts**

2. Select the contacts to remove.
3. Tap the **Save** button on the action bar. A confirmation message displays, “*You are about to remove n contact from favorites. Are you sure?*”
4. Tap **Yes** to continue or **No** to cancel. If Yes, then the contact is removed from the favorites.

## View or Edit Favorite Groups

The Favorite Groups screen shows a list of all your favorite PTT groups as well as their current presence status. You can view or edit favorite groups using the ***Group Details*** screen.

## Add Favorite Groups

1. From the Favorite Groups screen, tap the **Add** button on the action bar, and select one or more groups. The Add Favorites screen displays.

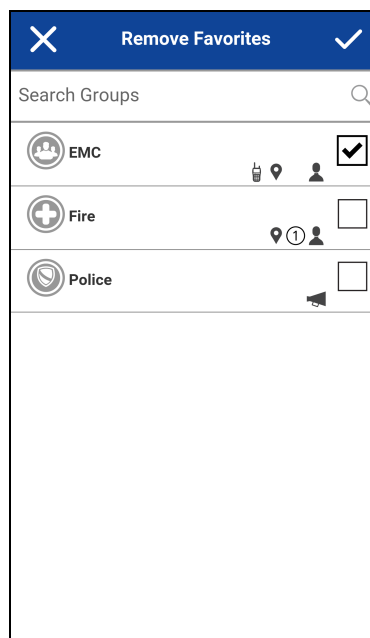
**Add Favorite Groups**

2. Tap the **Save** button on the action bar to save the group. The group is shown in the Favorites tab under **Groups**.

## Remove Favorite Groups

The list of personal favorite groups is shown on the Favorite Groups screen.

1. From the **Favorites Groups** screen, the **Remove** button on the action bar. The *Remove Favorite* option displays.

**Remove Favorite Group**

2. Select one or more favorite to remove.
3. Tap the **Save** button on the action bar to remove the group as a favorite. A confirmation message displays, *"You are about to remove n group from favorites. Are you sure?"*
4. Tap Yes to continue or No to cancel. If Yes, then the group is now removed from the Favorites Groups screen.



## 12. Contacts

This section describes Push-to-Talk (PTT) contacts using the PTT application and is organized as follows:

- [Contact Icon](#)
- [Search Contacts](#)
- [View Contacts](#)
  - [Contact list sorting](#)
  - [Show or hide offline contacts](#)
- [View Contact Details](#)
- [Add a Contact](#)
  - [Add a new contact by entering manually](#)
  - [Import a new contact from the device's contact list](#)
- [Edit Contact Details](#)
  - [Edit a contact name](#)
  - [Add or change a contact avatar](#)
  - [Change contact color](#)
  - [Make contact a favorite or remove as a favorite](#)
- [Delete a Contact](#)

The PTT contacts are separate from the contact list on the phone. There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user.

### **Administrator-Managed Contacts**

PTT contacts are managed by an administrator. Administrator-managed contacts cannot be deleted or changed from within the PTT application.

### **Personal Contacts**

Personal contacts are imported from the contact list in the phone or entered manually. Personal contacts are managed by you within the PTT application. You will not have the ability to create contacts if the corporate administrator has restricted this feature.

## Maximum Number of Allowed Contacts

The following table lists the maximum number of contacts allowed on your phone:

Administrator-Managed	
Contacts	1000
Personal	
Contacts	300

### Maximum Contacts

## Contact Icon

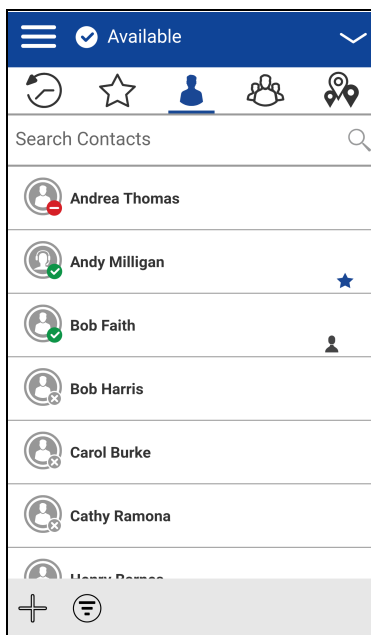
For more information on the Contacts icon, see the ["Contacts Icon"](#) section.

## Search Contacts

You can use the search box to search for contacts. To search contacts, see the ["Searching"](#) section for more information.

## View Contacts

The *Contacts* tab shows your personal PTT contacts and contacts added by an administrator. You can view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings. An icon is shown next to a contact which is an Interop user.

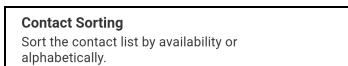


### Contacts

## Contact list sorting

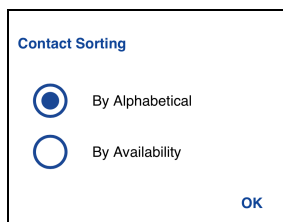
Normally you see all your PTT contacts listed in alphabetical order when you view the contact list. When the *Contact Sorting* setting option is changed to *By Availability*, Available and DND are sorted alphabetically first followed by Offline alphabetically. The contact list will update each time a contact changes from online to offline or vice versa.

1. From within the Menu, tap the **Settings** option.
2. Scroll down and tap the “**Contacts Sorting**” setting. A pop-up displays.



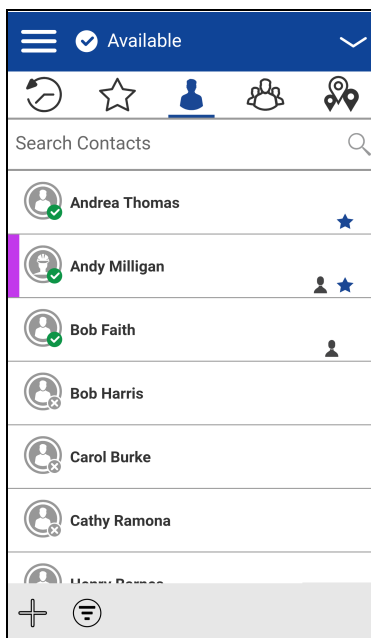
### Contact Sorting Setting

3. Select either **By Alphabetical** or **By Availability**.

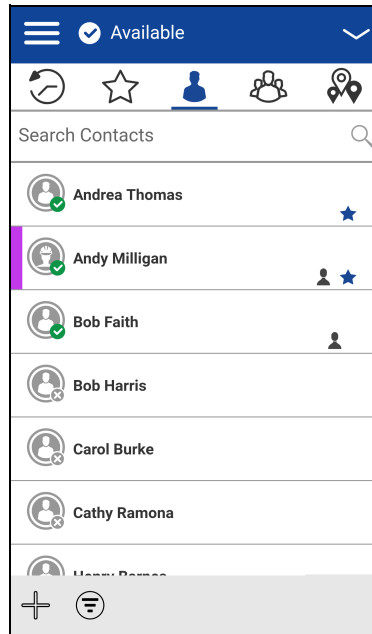


### Contact Sorting Setting Options

4. Tap the **Back** button located on the top of the screen. You will be able to see the contact list sorted according to your selection.



### Contacts Sorted by Alphabetical



**Contacts Sorted by Availability**

## Show or hide offline contacts

Normally you can see all your PTT contacts when you view the contact list. You have the option to hide offline contacts and show only contacts whose presence status is 'Available' or 'Do Not Disturb'. While showing only online contacts, the contact list will update each time a contact changes from online to offline or vice versa.

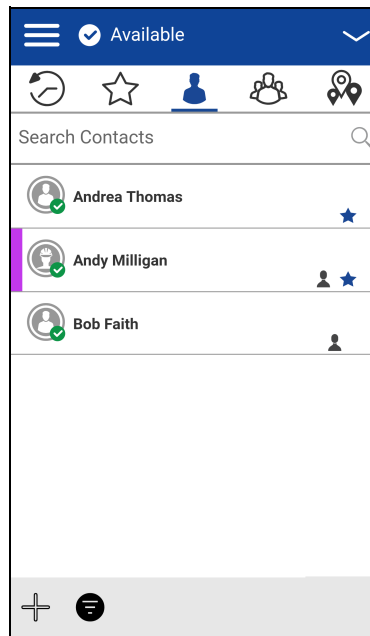
---

**Tip:** If all your contacts are currently offline, you will see the message 'No Online Contacts' displayed. If you wish to see all your contacts, follow the steps later in this section that describes how to show all contacts.

---

### To show only online contacts

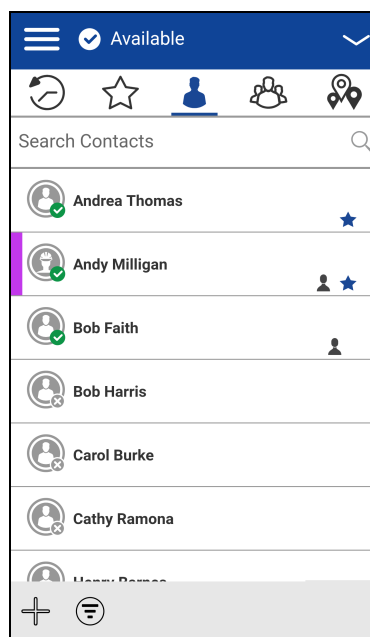
1. While showing the contacts list, click the **Hide Offline** button located on the bottom of the screen.
2. The contact list will now show only the contacts that are either 'Available' or 'Do Not Disturb'.



### Hide Offline Contacts

#### To show all contacts

1. While showing only the online contacts in the contacts list, click the **Show Offline** button at the bottom of the screen.



### Show Offline Contacts

2. The contact list will now show all the contacts, including those that are 'Available' or 'Do Not Disturb', 'Offline'.

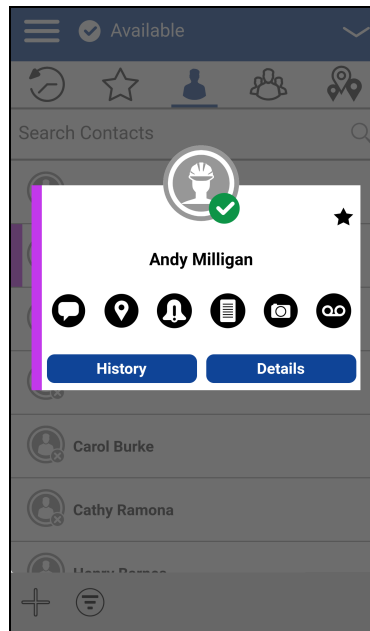
## View Contact Details

1. Select a contact from the contact list, touch and hold. A context menu displays.

---

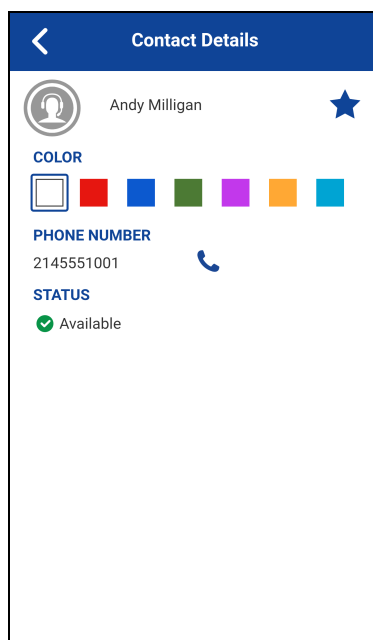
**Tip:** The Contact Details can also be accessed from the Call screen by tapping the Details button location in the top of the screen.

---



**Context Menu**

2. Tap the **Details** option in the context menu. The Contact Details screen will be displayed, as shown below.



**View Contact Details**

---

**Note:** To edit the contact details, see the ["Edit Contact Details"](#) section.

---

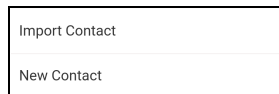
## Add a Contact

You can add personal contacts to your contact list unless restricted by the administrator.

To view contacts, see the ["View Contacts"](#) section.

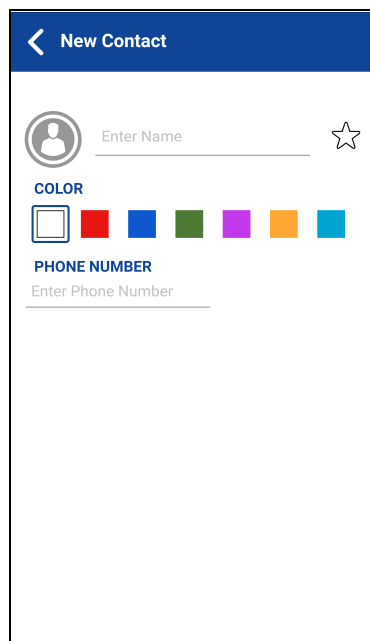
### Add a new contact by entering manually

1. Tap the **Add** button located at the bottom of the screen. A context menu displays.



#### New Contact Option

2. Select the **New Contact** option to manually add the contact details. The *New Contact* screen displays.

A screenshot of the 'New Contact' screen. At the top is a blue header with a back arrow and the text 'New Contact'. Below the header, there is a section for 'Enter Name' with a person icon and a star icon. Underneath is a 'COLOR' section with a color selection icon and six colored squares (red, blue, green, purple, orange, cyan). Below that is a 'PHONE NUMBER' section with the text 'Enter Phone Number' and a text input field.

#### New Contact

3. Type a PTT number, and then tap the **Save** button. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

---

**Tip:** You can also add a contact as a favorite from the Favorites tab. For more information on Favorites, see the ["Favorites"](#) section.

---

4. After saving, the contact will appear in the contact list.

### Import a new contact from the device's contact list

1. Tap the **Add** button at the bottom of the screen. A context menu displays.





### Import Contact Option

2. Select the **Import Contact** option to add a PTT contact from your phone contact list.

---

**Note:** The first time you try to import a contact, you may be asked to allow the application permission to access the contact list.

---

3. Select a contact from the contact list. The *New Contact* screen displays. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.
4. Tap the **Save** button when finished to save the new contact. The contact will appear in the PTT contact list.

## Edit Contact Details

You can only edit contacts that you create yourself. An administrator-managed contact name cannot be edited. However, you can add or change an avatar, add or change a color, and add a contact to favorites.

A user-managed PTT contact number cannot be edited. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number. To view the Contact Details, see the ["View Contacts"](#) section.

From the Contact Details screen, you can perform any of the following tasks listed within this section as follows:

- ["Edit a contact name"](#)
- ["Add or change a contact avatar"](#)
- ["Change contact color"](#)
- ["Make contact a favorite or remove as a favorite"](#)

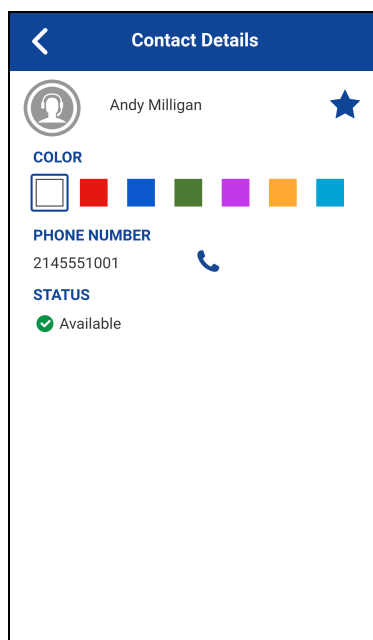
### Edit a contact name

1. Tap the contact name field.

---

**Tip:** A contact name with an underline indicates that the field can be edited. Administrator-managed contacts cannot be edited.

---

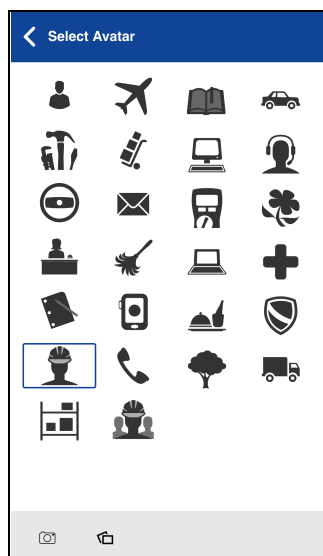


**View Contact Details**

2. Type the contact name using the on-screen keyboard.
3. When finished, tap the **Save** button or continue to change other contact details.

### Add or change a contact avatar

1. Tap the avatar option. The *Select Avatar* screen displays. For list of all avatars available and their definitions, see the ["Avatar Icons"](#) section.



**Select Avatar**

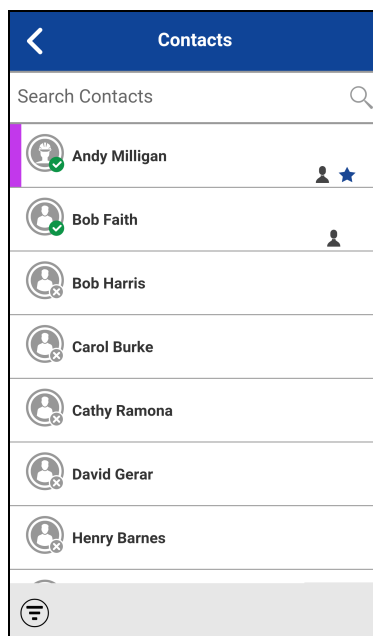
2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

---

**Note:** The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

---

3. Tap the **Save** button on the **Contact Details** screen. The selected avatar will be assigned to the contact and displayed next to the contact name, as shown below.



**Contact with Avatar**

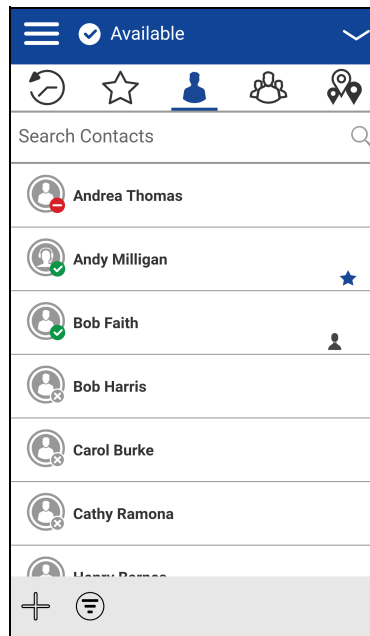
## Change contact color

1. Select a color from the list.



**Select a Color**

2. Tap the **Save** button on the **Contact Details** screen. The selected color will be assigned to the contact, as shown below:



**Color Assigned to Contact**

### **Make contact a favorite or remove as a favorite**

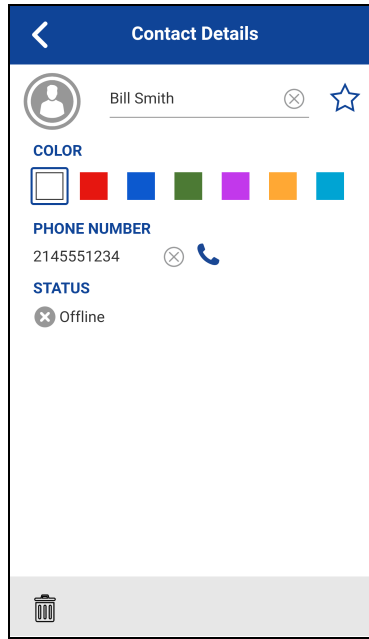
You can add contacts to the favorites list for the contacts that you created and contacts that are administrator-managed. Contacts can be added using the *Contact Details* screen. You can make the contact a favorite or remove from the favorites list.

Favorites can also be added using the *Favorites* tab. See the ["Favorites"](#) section for more details.

## Delete a Contact

You can only delete contacts that you create yourself. An administrator-managed contact cannot be deleted.

1. From the *Contact Details*, tap the **Delete** option located at the bottom of the screen.



**View Contact Details**

2. You will be asked to confirm removing the contact. To delete, tap **Yes**. To cancel without deleting the contact, tap **No**. The contact is removed from the contacts list.

---

**Note:** If you are removing a contact which is also a favorite, you will see the following confirmation message.

---



**Deleting Selected Favorite Contact Confirmation**

3. Tap **Yes** to delete the contact. The contact will be deleted from the contact list.

## 13. Talkgroups

This section describes the Push-to-Talk (PTT) groups using the PTT application and is organized as follows:

- [Talkgroup Icons](#)
- [Search Talkgroups](#)
- [View Talkgroups](#)
- [View Talkgroup Details](#)
  - [Broadcast Talkgroup details \(broadcasters only\)](#)
- [Add a Group](#)
- [Edit Group Details](#)
  - [Edit a group name](#)
  - [Add one or more members to a group](#)
  - [Remove a member from a group](#)
  - [Rename a group member](#)
  - [Add or change a group avatar](#)
  - [Change group color](#)
  - [Make group a favorite or remove as a favorite](#)
- [Delete a Group](#)

The PTT groups are separate from the contact list on the phone. There are two types of groups: those that are managed by an administrator and those that are managed by the user on the phone.

### **Administrator-Managed Groups**

PTT groups are managed by an administrator. Administrator-managed groups cannot be deleted or changed from within the PTT application.

### **Personal Groups**

Personal groups are created from the PTT contact list. Personal groups are managed by you within the PTT application. You may not have the ability to create Personal groups if the corporate administrator has restricted this feature.

## Maximum Number of Allowed Talkgroups

The following table lists the maximum number of talkgroups allowed on your phone:

Administrator-Managed	
Talkgroups	100
Members per talkgroup	250
Personal	
Talkgroups	30
Members per talkgroup	30

### Maximum Talkgroups

## Talkgroup Icons

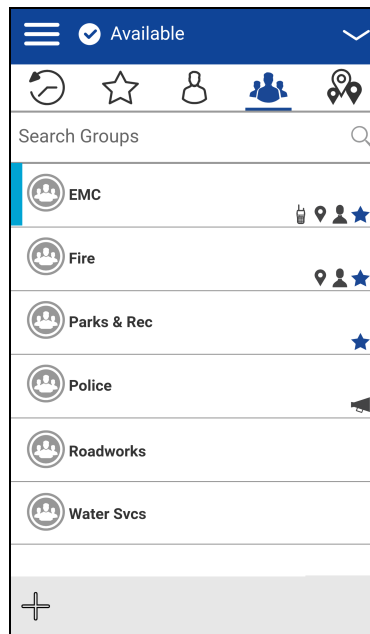
For more information on the Talkgroup icons, see the ["Group Icons"](#) section.

## Search Talkgroups

You can use the search box to search for talkgroups. To search talkgroups, see the ["Searching"](#) section for more information.

## View Talkgroups

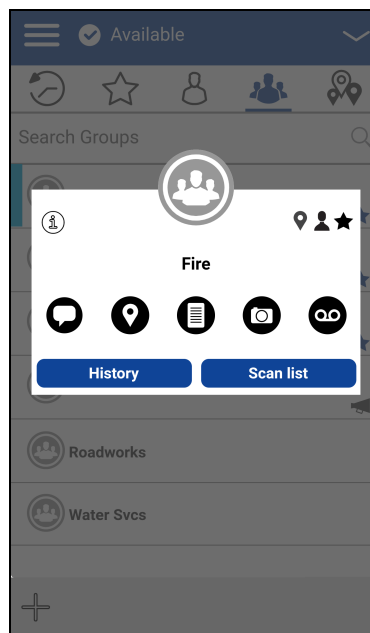
The Talkgroups tab shows a list of all your personal talkgroups and talkgroups added by an administrator. Icons are shown next to the talkgroups which are a broadcaster, supervisor, an Interop talkgroup, location tracking, and talkgroup scan priority.



**Talkgroups**

## View Talkgroup Details

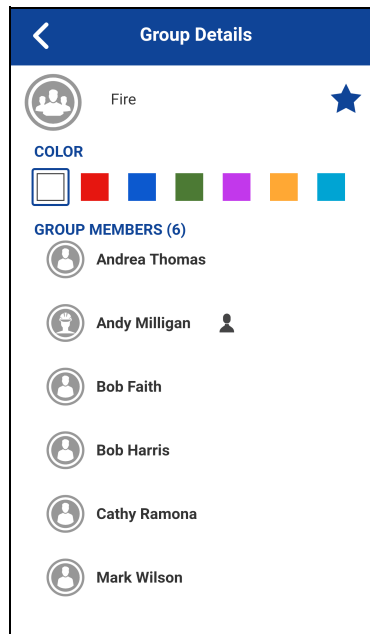
1. Select a talkgroup from the talkgroup list and touch and hold. A context menu displays.



**Talkgroup Context Menu**

2. Tap the **Details** option in the menu. The talkgroup details screen will be displayed, as shown below.

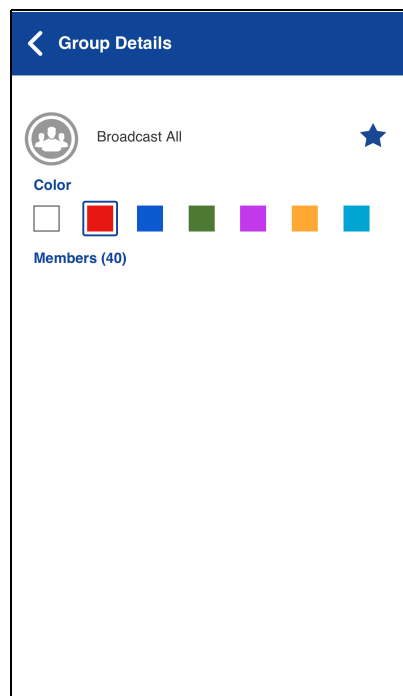




**View Talkgroup Details**

### **Broadcast Talkgroup details (broadcasters only)**

Broadcast talkgroups are managed by the corporate administrator and can have a large number of members. Talkgroup members cannot be viewed but a count of talkgroup members is provided while viewing group details:

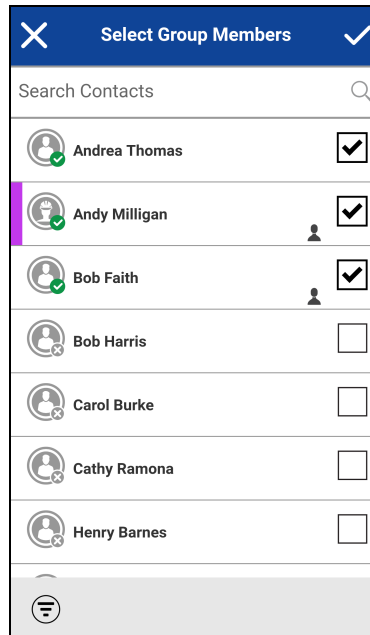


**Broadcast Group Details**

## Add a Group

You can create your own personal groups unless restricted by an administrator.

1. From the *Groups* tab, tap the **Add** button located at the bottom of the screen to manually add the group details. The *New Group* screen displays.
2. **Add Members.** The *Select Group Members* list displays.



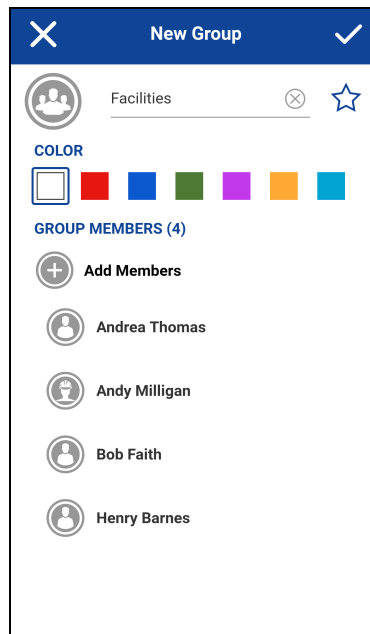
**Select Group Members**

3. Select members from the *Select Group Members* screen and tap the **Save** button located at the top of the screen.

---

**Tip:** You can only add contacts already in your contacts list as group members. If you do not find the name of the group member you want to add, you may need to create a contact first. See the ["Add a Contact"](#) section for more information on adding contacts.

---



### New Group

4. The group can also be assigned with an avatar, a unique color and add as a favorite.

---

**Tip:** You can also add a group as a favorite from the Favorites tab. For more information on Favorites, see the ["Favorites"](#) section.

---

5. Tap the **Save** button when finished to save the new group. The group will appear in the group list.

## Edit Group Details

You can only edit groups that you create yourself. An administrator-managed group name cannot be edited. However, you can add or change an avatar, add or change a color, and add a group to favorites.

To view the *Group Details*, see the ["View Talkgroup Details"](#) section.

1. From the *Group Details* screen, you perform any of the following tasks listed within this section as follows:
  - ["Edit a group name"](#)
  - ["Add one or more members to a group"](#)
  - ["Remove a member from a group"](#)
  - ["Rename a group member"](#)
  - ["Add or change a group avatar"](#)
  - ["Change group color"](#)
  - ["Make group a favorite or remove as a favorite"](#)

### Edit a group name

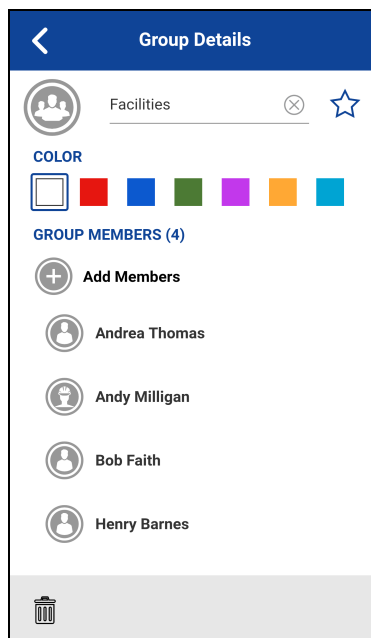
You can edit your own groups but not administrator-managed groups.

1. Tap on the ***Group name*** field.

---

**Tip:** A group name with an underline indicates that the field can be edited. Administrator-managed groups cannot be edited.

---

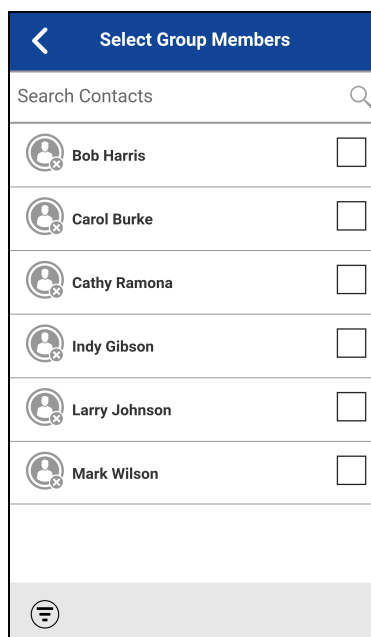
**Group Details**

2. Type the group name using the on-screen keyboard.
3. Tap the **Save** button, otherwise continue.

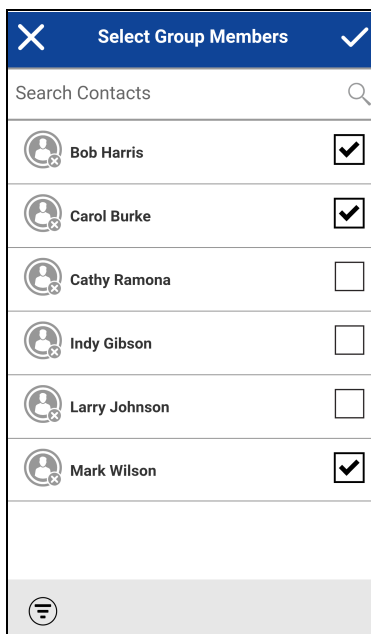
### Add one or more members to a group

You can add one or more members to your groups but not to administrator-managed groups.

1. Tap on **Add Members** button to add contacts to the group. The *Select Group Members* screen displays.

**Select Group Members**

2. Select one or more contacts to add to the group.



**Select Group Members**

3. Tap the **Save** button located on the top of the screen.
4. If finished, tap the **Save** button on the *Group Details* screen and a 'Group updated' message will be displayed, otherwise continue.

## Remove a member from a group

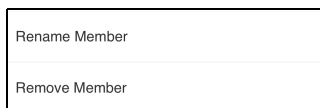
You can only remove a member from a group that you created. Groups that are administrator assigned cannot be edited.

1. Touch and hold the member to remove. A context menu displays.

---

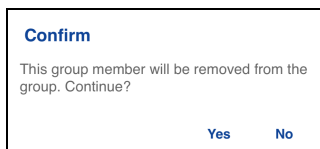
**Tip:** A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.

---



**Group Details Options**

2. Tap **Remove member** option. A confirmation dialog is displayed.



**Remove Group Member Confirmation**

3. Select **Yes** if you want to remove the member, otherwise tap **No**.

4. Repeat Step 1 through Step 3 for other group members you want to remove. After removing the group member(s), tap the **Back** button located on the top of the screen or phone **Back** button to return to the *Group Details* screen.

---

**Note:** When you remove the last member of a group, the group is deleted upon saving the changes. A confirmation dialog will be shown when you remove the last member to let you know this will happen.

---

5. If finished, tap the **Save** button located on the top of the screen and a '*Group updated*' message will be displayed, otherwise continue.

## Rename a group member

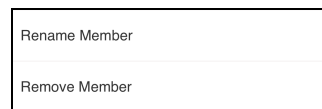
Group member names are set when the group is created. Changing a contact name in the PTT Contacts list will not change the name of a group member. Follow the instructions in this section to rename a group member.

1. Touch and hold the member to rename. A context menu displays.

---

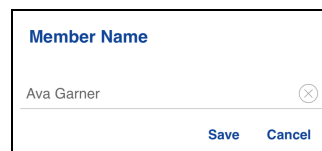
**Tip:** A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.

---



### Group Details Options

2. Tap **Rename member** option. A confirmation dialog is displayed.



### Rename Member

3. Edit the name and tap **Save** button.
4. Tap the **Back** button located on the top of the screen to return to the *Group Details* screen.
5. If finished, tap the **Save** button on the top of the screen to save and a '*Group updated*' message will be displayed, otherwise continue.

## Add or change a group avatar

You can edit the group avatar for the groups that you created yourself and groups that are administrator-managed.

1. Tap the avatar option. The *Select Avatar* screen displays. For list of all avatars available and their definitions, see the ["Avatar Icons"](#) section.



### Select Avatar

2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

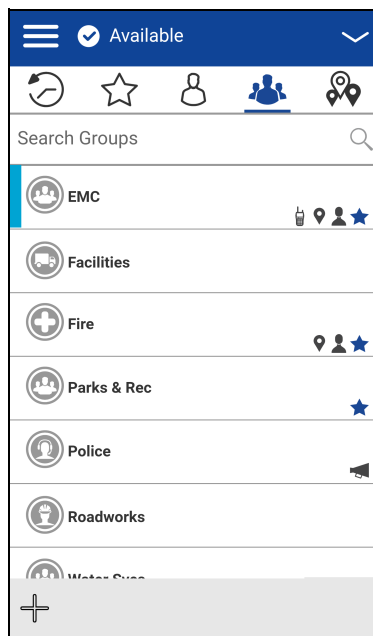
---

**Note:** The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

---

3. If finished, tap the **Save** button on the *Group Details* screen and the selected avatar will be assigned to the group, otherwise continue.





**Group with Avatar**

## Change group color

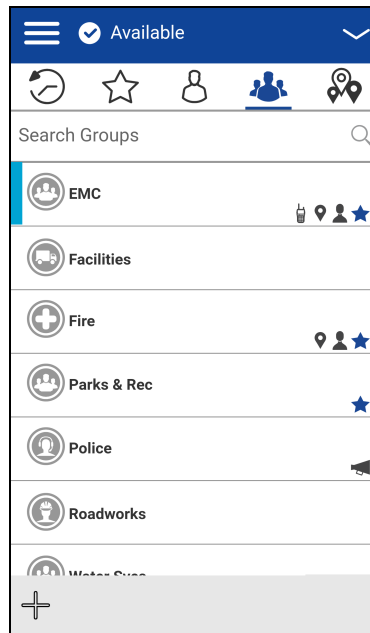
You can edit the group colors for the groups that you created yourself and groups that are administrator-managed.

1. Select a color from the list.



Select a Color

2. Tap the **Save** button on the *Group Details* screen, otherwise, continue. The selected color will be assigned to the group, as shown below:



Group with Color

## Make group a favorite or remove as a favorite

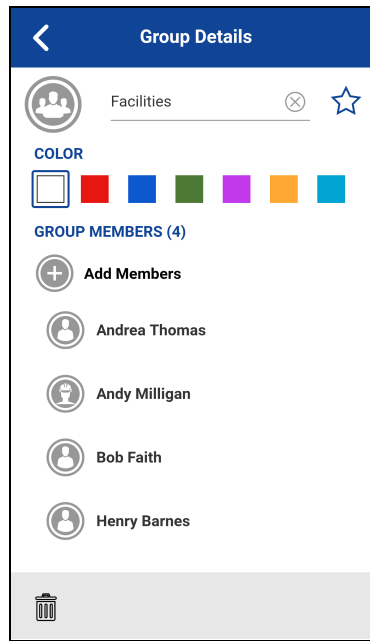
You can add groups to the favorites list for the groups that you created yourself and groups that are administrator-managed. Groups can be added using the *Group Details* screen.

Favorites can also be added using the Favorites tab. See the ["Favorites"](#) section for more details.

## Delete a Group

You can only delete personal groups you have created. Administrator-managed groups cannot be removed.

1. From the *Group Details*, tap the **Delete** button located at the bottom of the screen.



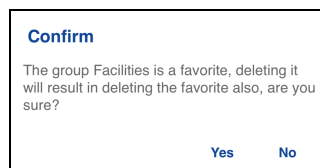
**View Talkgroup Details**

2. You will be asked to confirm removing the group. To delete, tap **Yes**. To cancel without deleting the group, tap **No**. The group is removed from the group list.

---

**Note:** If you are removing a group which is also a favorite, you will see the following confirmation message.

---



**Deleting Selected Favorite Group Confirmation**

3. Tap **Yes** to delete the group. The group will be deleted from the group list.

## 14. Talkgroup Scanning

This section describes Talkgroup Scanning using the Push-to-Talk (PTT) application and is organized as follows:

- [Turn Scanning ON or OFF](#)
- [Add a Group to a Scan List](#)
- [Remove a Group from a Scan List or Change the Scanning Priority](#)

Talkgroup Scanning allows a subscriber's phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists do not barge in when Scanning is ON.

While you have Talkgroup Scanning turned on, you will see the following behavior:

- Calls from the **scanned group** are **received normally**. When the current scanned group call ends, you will automatically hear the next active scanned group call in progress. **You will not get missed call alerts for group calls while scanning is turned on.**
- **Quick Group** calls are **received normally**. A missed call alert is provided if you are busy on another Push-to-Talk (PTT) call or a cellular call.
- **One-to-one calls** are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.
- **All call types can be originated**: one-to-one, Quick Group, and group calls.
- **Normal call rejoin will occur** for originated group calls. Note: you will not receive Missed Call Alerts for group calls while scanning, so calling a group may result in a call rejoin.

### Turn Scanning ON or OFF

To turn on Talkgroup Scan, tap the **Talkgroup Scan** toggle on the menu from the OFF state to the ON state.



**Talkgroup Scan is OFF**

To turn off Talkgroup Scan, tap the **Talkgroup Scan** toggle on the menu from the ON state to the OFF state.

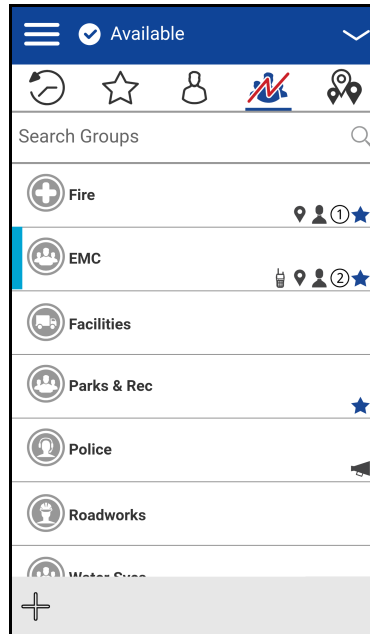


**Talkgroup Scan is ON**

When Talkgroup Scan is turned ON, a scan list icon will be shown on the group tab row and during a call, the title bar will show the priority of the talkgroup. In addition, if any talkgroups have priorities that you have assigned, the priority (1-3) will be displayed on the talkgroup button. When Talkgroup

Scan is turned off, the scan list icon will disappear from the call status on the main screen and all assigned priorities will disappear.

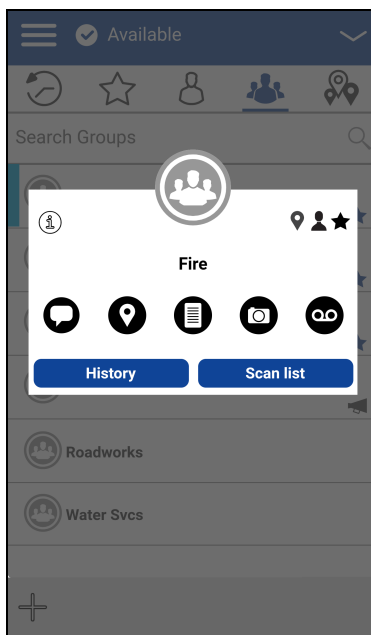
The talkgroup list will show in priority order at the top followed by the rest of the talkgroups in alphabetical order as shown below.



**Talkgroup Scanning**

## Add a Group to a Scan List

1. Touch and hold on the talkgroup that you want to add to the scan list. A context menu is shown.



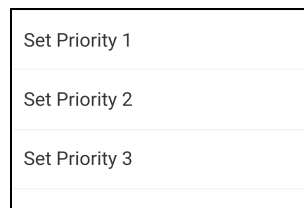
### Select Corporate Group

2. Tap the **Scan List** option.

---

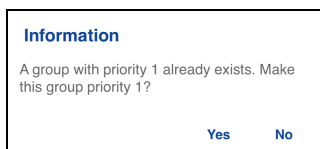
**Note:** Only Corporate groups given by your corporate administrator can be scanned.

---



### Scan List Priority Options

3. Tap the priority option you want to assign to the group or select **Normal Priority** if you want the group to be of normal priority (in other words not a priority scan talkgroup). If you choose a priority that is already being used by another group, a message appears as shown below.



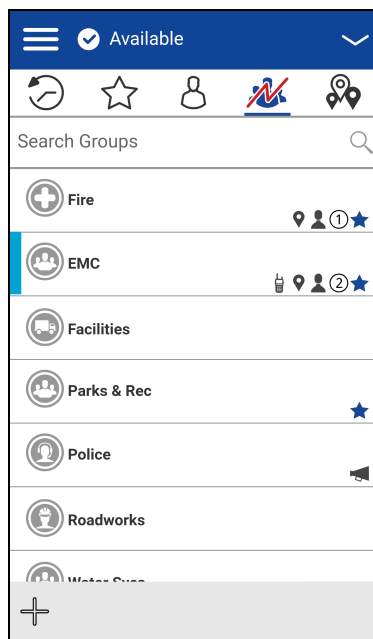
### Scan List Information Message

4. Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. Once you assign a priority to a group, a priority icon will appear next to the scanned group as shown below.

---

**Note:** Choosing a priority used by another group will make the previous priority group stay in the scan list with normal priority.

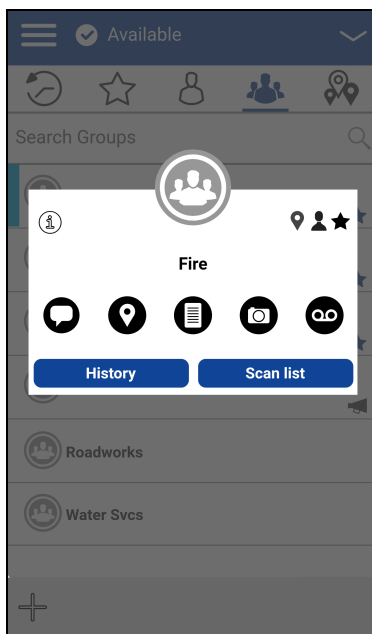
---



**Corporate Group with Priority Assigned**

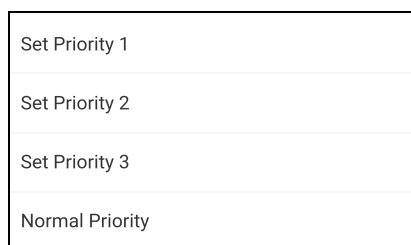
## Remove a Group from a Scan List or Change the Scanning Priority

1. From the *Groups* tab, touch and hold on the talkgroup that you want to remove or change the scanning priority.



### Select Corporate Group

2. Tap the **Scan List** option. A pop-up menu appears as shown below.



### Change Scan List Priority Options

3. You can reassign the priority by touching a priority option. To make the group normal priority, tap **Normal Priority**. To remove the group from the scan list, tap **Remove**. If you choose a priority that is already being used by another group, a message appears as shown below.



### Scan List Information Message

---

**Note:** Choosing a priority used by another group will make the previous priority group stay in the scan list with normal priority.

---



4. Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. The previously Priority 1 assigned group will now be moved to No priority group.

## 15. Map

This section describes the Push-to-Talk (PTT) Map. The map is available to all individuals, however, a talkgroup supervisor that has *Location Capability* turned on by the administrator can view talkgroup members' location on the map.

This section is organized as follows:

- [Map Icons](#)
- [Search Map](#)
- [Recenter the Map](#)
- [Individuals](#)
  - [Send My Location or an Arbitrary Location to a Contact](#)
  - [Send My Location or an Arbitrary Location to a Quick Group](#)
  - [Send My Location or an Arbitrary Location to a Group](#)
- [Supervisor with Location Capability](#)
  - [Group Member Location](#)
  - [Boundary](#)
  - [Quick Group](#)

### Individuals

The Map display allows an individual to check their current location on the map and share their location or send an arbitrary location.

### Supervisor with Location Capability

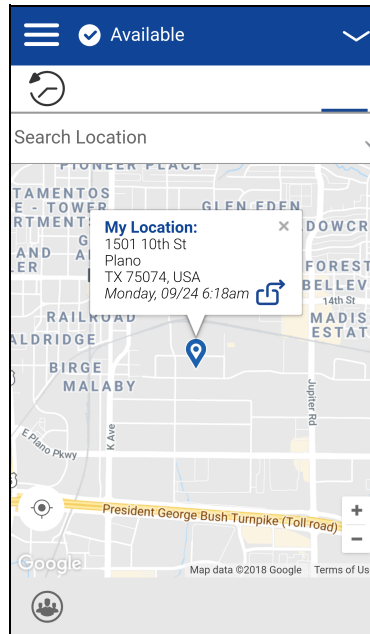
The supervisor can share their location (not share the location of group members) or send an arbitrary location.

A supervisor can also create a boundary for a talkgroup, receive notifications when members enter or leave the boundary, view talkgroup member's presence, and call a talkgroup member. Multiple supervisors in a talkgroup can have *Location Capability*.

---

**Tip:** As a supervisor, you can also access the map from the *Groups* tab by tapping the talkgroup which has a Map Pin. The *Call* screen displays. Tap the *Group Location* button to access the map.

---



Map

## Map Icons

For more information on the Map icons, see the ["Map Icons"](#) section.

## Search Map

You can use the search box to search for addresses or places. To search map, see the ["Searching"](#) section for more information.

## Recenter the Map

You can recenter the map to your current location. The *Recenter* button is shown whenever the map is not centered on your current location at the default zoom. When recentering the map, the zoom level is set to the default zoom.

Tap the **Recenter** button located on the map. The map returns to the center.

## Individuals

You can share your location with a contact, quick group, or group. You can only share your location or some other location.

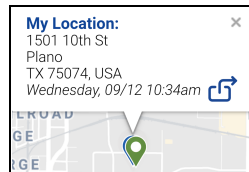
---

**Tip:** You can also share your location from the *Call* screen by tapping the **Map Pin** located at the bottom of the screen. The *My Location* screen displays. Tap the **Share Location** button to share your location.

---

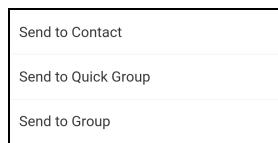
## Send My Location or an Arbitrary Location to a Contact

1. Tap the **My Location Pin** (Blue). *My Location* displays. Move the map or use location search to find an arbitrary location.



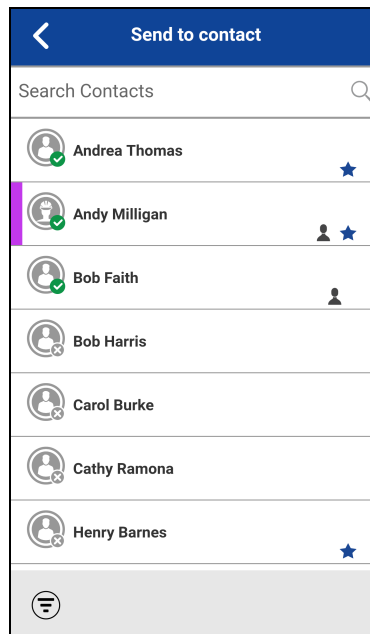
**My Location**

2. Tap the **Share** button to share my location.
3. Choose the **Send to Contact** option from the menu as shown below.



**Share My Location Menu**

4. The *Send to Contact* displays.

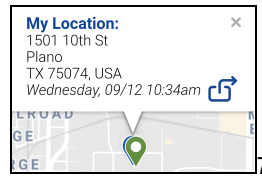


**Send Location to Contact**

5. Tap the contact to select the one you want to share your location. The message *Location Sent* is displayed.

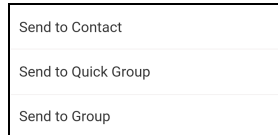
## Send My Location or an Arbitrary Location to a Quick Group

1. Tap the **My Location Pin** (Blue). *My Location* displays. Move the map or use location search to find an arbitrary location.



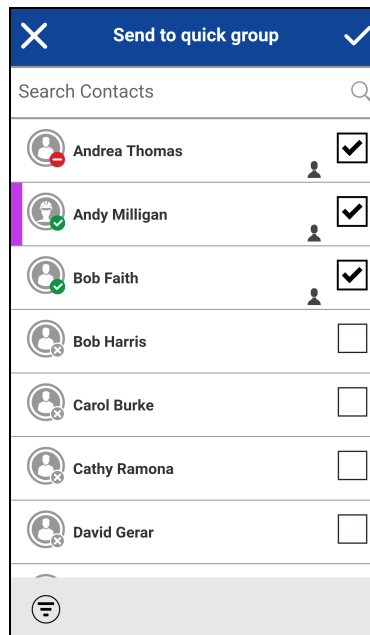
**My Location**

2. Tap the **Share** button to share my location.
3. Choose the **Send to Quick Group** option from the menu as shown below.



**Share My Location Menu**

4. The *Send to Quick Group* displays.

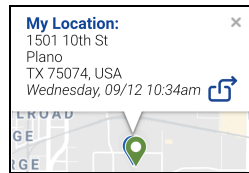


**Send Location to Quick Group**

5. Tap two or more contacts to select the one you want to share your location. The message *Location Sent* is displayed.

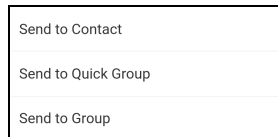
## Send My Location or an Arbitrary Location to a Group

1. Tap the **My Location Pin** (Blue). *My Location* displays.



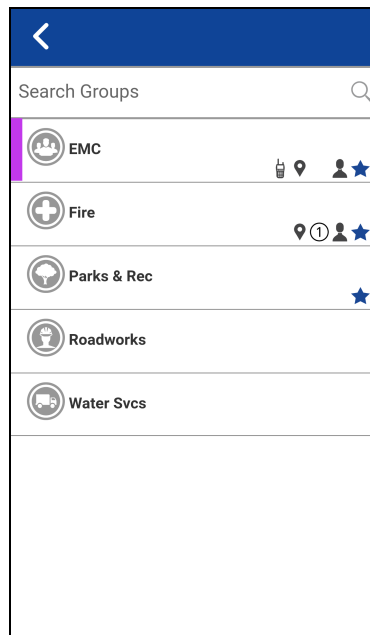
**My Location**

2. Tap the **Share** button to share my location.
3. Choose the **Send to Group** option from the menu as shown below.



**Share My Location Menu**

4. The *Send Location to Group* displays.



**Send Location to Group**

5. Tap the group to select the one you want to share your location. The message *Location Sent* is displayed.

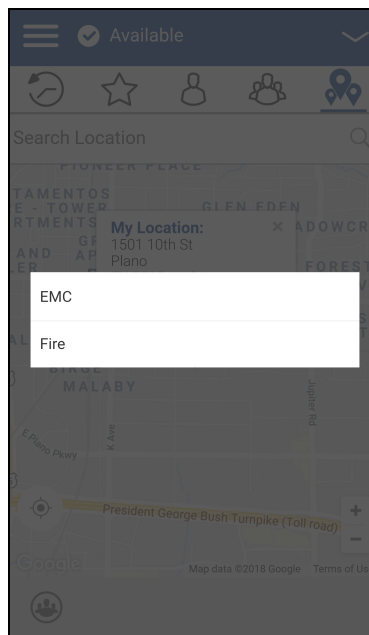
## Supervisor with Location Capability

### Group Member Location

A supervisor can view the current group member location on the map and refresh the location. *Location Capability* must be turned on by your administrator at the group level. Multiple supervisors per group are allowed to have *Location Capability*.

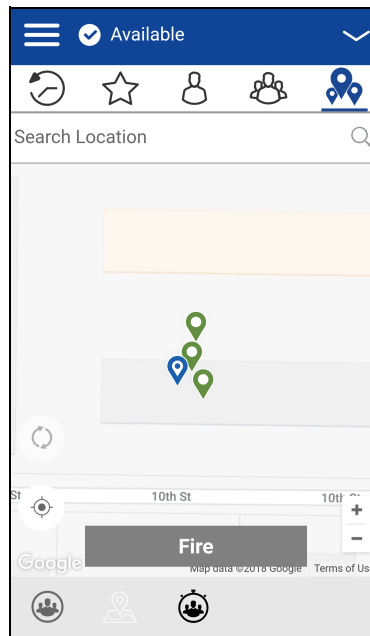
### View group member locations

1. From within the *Map* tab, tap the **Tracked Group Selector** button. The *Tracked Group Selector* button is turned off for anyone who is not a supervisor with *Location Capability* privilege. A popup menu listing all groups you have permission to locate is displayed.



### Groups with Location Capability

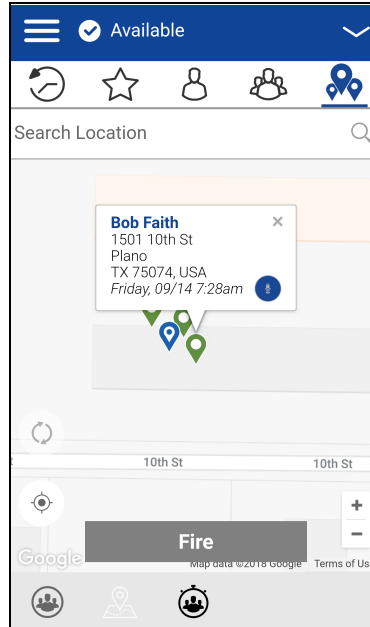
2. Tap the group to locate the group member location. The map displays with all members of the selected group and their location.



**Group Member Location**

### View group member location details

1. Complete the ["View group member locations"](#) section.
2. Tap any pin. The member's name and location displays.



**View a Group Members Location Details**

---

**Tip:** Tap the pin again or 'X' or anywhere on the map to dismiss.

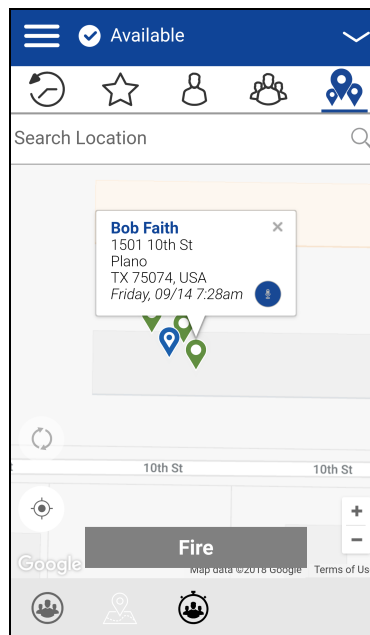
---



## Call a group member

**Tip:** You can also access the map from the *Groups* tab by tapping the group which has a Map Pin. The *Call* screen displays. Tap the *Group Location* button to access the map.

1. Complete the "[View group member location details](#)" section.
2. Tap any pin. The member's name and location displays.



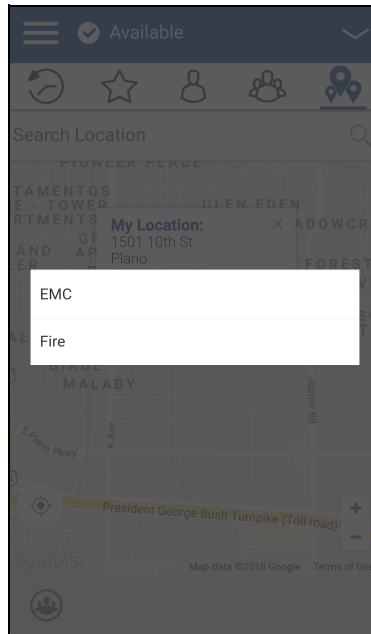
### View a Group Members Location Details

3. Tap the **Call** button. The Call screen displays.

## Share your location or an arbitrary location to a group with Location Capability

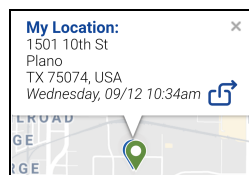
Move the map or search the map for a location. The pin turns orange and details shows "Pin Location". Tap share.

1. Tap the **Tracked Group Selector** button. The List of Groups with Location Capability *popup* displays.



### Groups with Location Capability

2. Choose a group to view group member locations from the list.
3. Tap the **My Location Pin** (Blue). *My Location* displays. To send an arbitrary location, move the map or search for a location.



### My Location

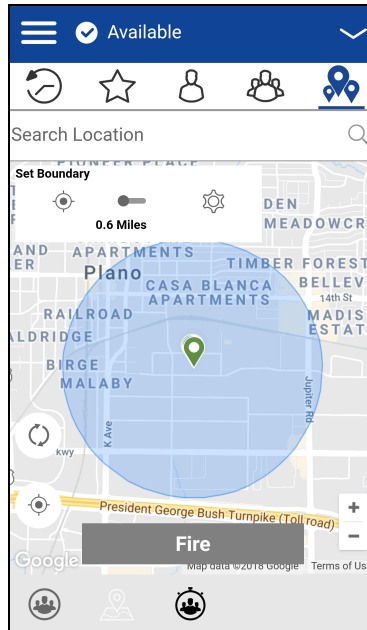
4. Tap the **Share** button to share your location. The *Pin location is sent to the group*.

## Boundary

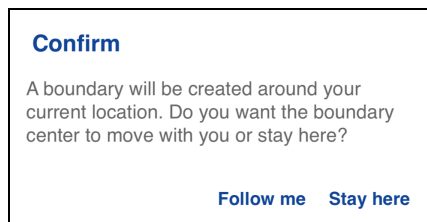
Allows a PTT supervisor to create a boundary for a group and receive notifications when members enter or leave the boundary. Members can optionally receive notifications when they enter or leave. You can also refresh the location and modify an existing boundary set for a group. The *Active Boundary Time* setting controls how long a boundary is active.

### How to create a boundary

1. From within the *Map* tab, tap the **Tracked Group Selector** button. The list of groups displays.
2. Choose a group to view group member locations from the list.
3. Tap the **Set Boundary** button. The *Set Boundary* popover displays along with a boundary preview (blue circle).

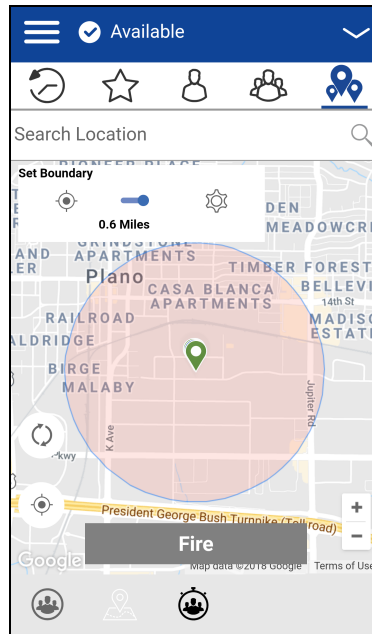
**Set Boundary Popover****Boundary Preview**

4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary will stay at that location.

**Boundary Confirmation**

Select the boundary type:

- **Stay here** — The Stay here boundary type will be created at an arbitrary location and a static boundary with center selected.
  - **Follow me** — The Follow me boundary type will be created at your current location and the boundary will move as you move.
7. The *'Fence boundary on'* status message displays and the map is updated with the boundary ON.



**Boundary ON**

### Recenter boundary on the map

When the boundary is ON (active), you can recenter the map with the boundary visible. Use the Recenter button in the Set Boundary popover.

### Recenter the map to your location

Tap the **Recenter** button located on the lower left side of the map. The map recenters to my location while boundary is off and the map recenters to boundary center while boundary is on.

### Boundary settings

All Boundary settings are shown in the default state.

---

**Note:** Changing the **Boundary** settings, requires you to turn off the boundary. The boundary settings can be changed while the boundary is inactive. To turn off the boundary, tap the **Set Boundary** toggle to the OFF state.

---

### Change boundary settings

All boundary settings can be changed in the map set boundary settings.

1. From within the *Map* tab, tap the **Map Boundary Enable** button. The *Set Boundary* popover displays.



**Set Boundary Popover**

2. Tap the **Settings** button, the *Boundary Settings* displays.

3. Find the settings you want to change and follow the instructions.

This section contains the following boundary settings:

- ["Change update interval"](#)
- ["Change active boundary time"](#)
- ["Change notify me"](#)
- ["Change notify member"](#)
- ["Change initial member notification"](#)

### Change update interval

This setting allows you to set how often each group member location reports their location.

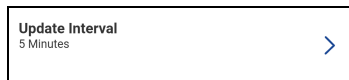
Range: 1 to 60 minutes.

---

**Note:** Smaller intervals will shorten the battery life for group members.

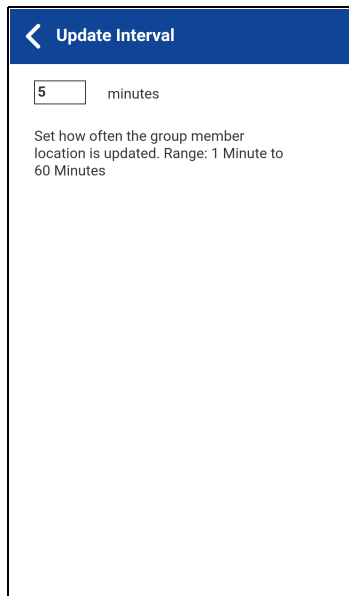
---

1. From the *Boundary Settings* screen, scroll to the **Update Interval** settings and tap.



### Update Interval Settings

2. The *Update Interval Settings Options* displays. Tap the minutes text box.



### Update Interval Settings Options

3. Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the group member location is updated.
4. Tap the **Back** button located in the upper left screen to return to the map.

### Change active boundary time

This setting allows you to set how long the boundary is active. The boundary automatically turns off after the boundary time has expired. Range: 1 hour to 7 days.

1. From the *Boundary Settings* screen, scroll to the **Active Boundary Time** settings and tap.



#### Active Boundary Time Settings

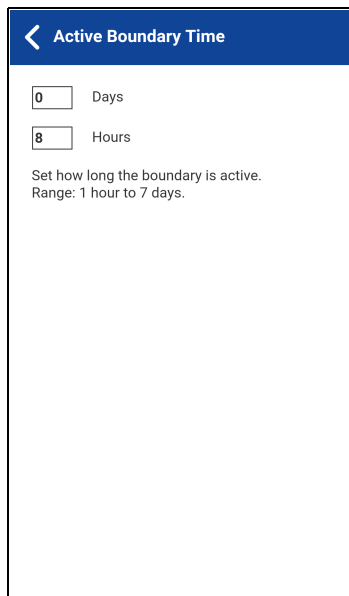
2. The *Active Boundary Time Settings Options* displays.
3. Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.
4. Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

---

**Note:** You cannot exceed a maximum total of 7 days or 168 hours combined.

---

5. Tap the **Back** button located in the upper left screen to return to the map.



#### Active Boundary Time Settings Options

### Change notify me

This setting allows you to set if you (boundary owner) are notified when a group member crosses the boundary when the boundary is on.

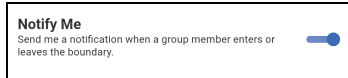
---

**Note:** Boundary alerts are simple notifications and are included in history.

---

### To change the notify me

1. From the *Boundary Settings* screen, scroll to the **Notify Me** settings.



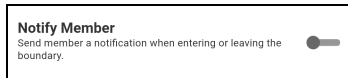
### Notify Me Setting

2. Tap the **On/Off** button to toggle the state of the setting.

### Change notify member

This setting allows you to set if a group member will be automatically sent a notification when entering and leaving the defined boundary when the boundary is active.

1. From the *Boundary Settings* screen, scroll to the **Notify Member** settings.



### Notify Member Setting

2. Tap the **On/Off** button to toggle the state of the setting. Continue with the ["Change initial member notification"](#) section.

### Change initial member notification

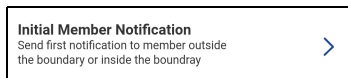
This setting allows you to set if group members automatically receive an initial notification when a boundary is created: those inside the boundary or those outside the boundary.

---

**Note:** The *Notify Member* setting must be turned on to use this setting.

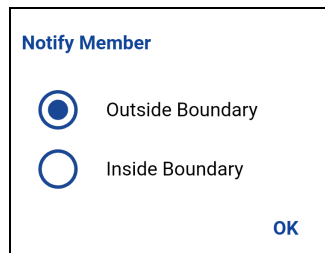
---

1. Scroll to the **Initial Member Notification** settings and tap.



### Initial Member Notification Setting

2. The *Initial Member Notification Setting Options* displays.



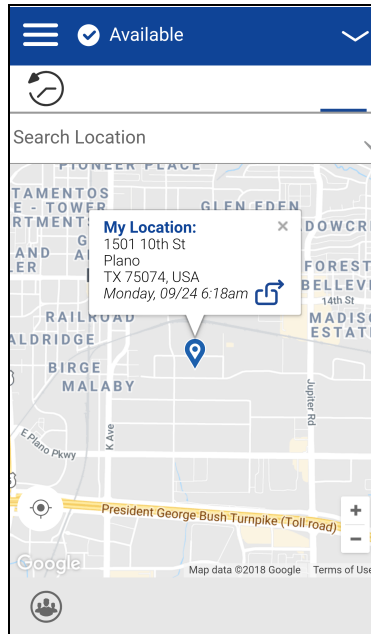
### Initial Member Notification Setting Options

3. Tap either **Outside Boundary** to send the first notification to members outside the boundary or **Inside Boundary** to send the first notification to members inside the boundary.
4. Tap **OK**.

## Quick Group

You can create a Quick Group by selecting members from the map. This allows you to choose members based on their location. You can also add other members from your contacts.

1. From the Map, tap the **Tracked Group Selector** button on the action bar.



**Map**

2. Tap the **Quick Group** button on the action bar.
3. Zoom in until you view all the contacts that you want to select.

---

**Tip:** You can also tap any group member to select them and add them to the member list.

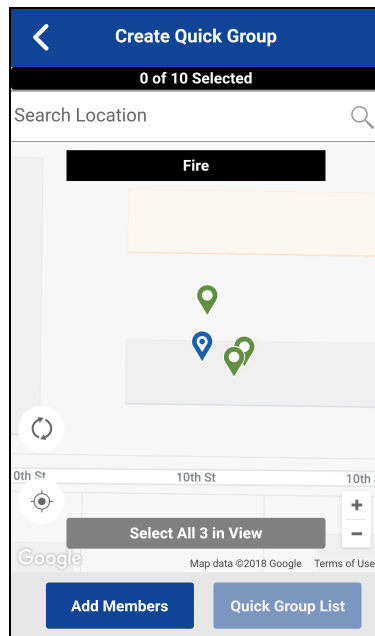
---

---

**Note:** A Quick Group can have up to 10 members. If you have more than 10 members in view, you will not be able to select all at once. Zoom in so that there are less than 10 members in view, select all or select the members individually,

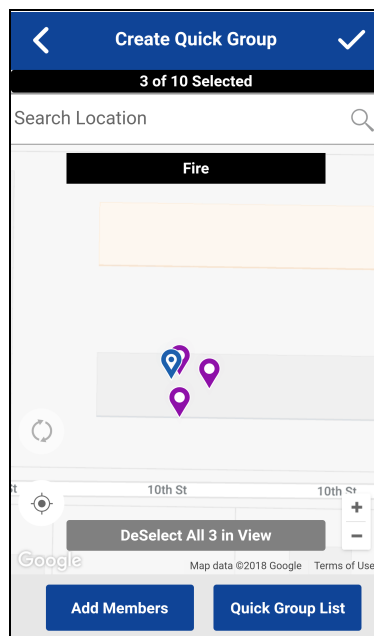
---





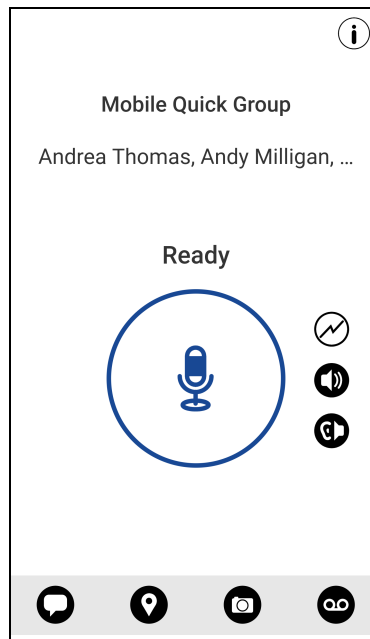
#### Create Quick Group from Map

4. Tap the **Select All in View** for a Mobile Quick Group. All selected contact pins turn purple.



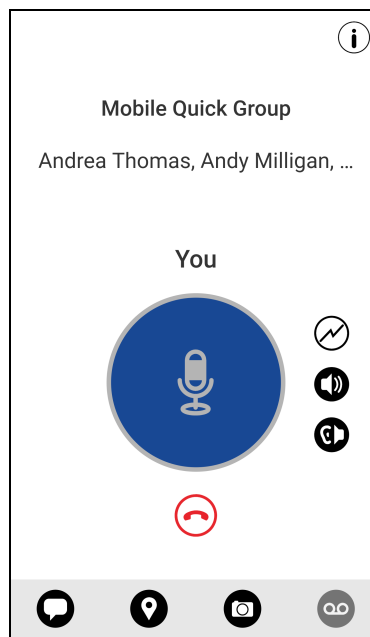
#### Create Quick Group from Map

5. After selecting the group members, tap the **Save** button in the title bar. The call screen displays.



**Quick Group from Map Call Screen**

6. Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.

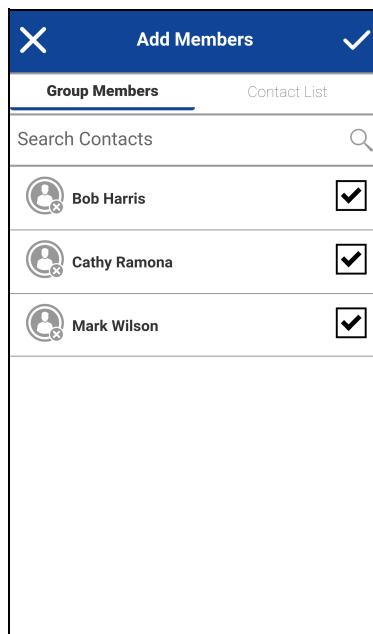


**You Are Speaking in a Quick Group Call**

7. Release the PTT button to allow the other members of the group to take the floor and speak. The call will end after a period of no call activity.

#### **To add members**

1. Tap or touch the **Add Members** button. The *Add Members* screen displays.

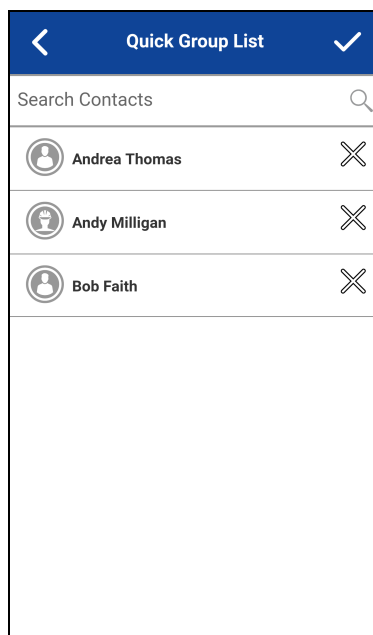


### Add Quick Members from Map

2. Select the additional members to add from the Group Members tab or Contact List tab.
3. Tap or touch the **Save** button.

### Remove quick group members

1. Tap or touch the **Quick Group List** button. The *Quick Group List* displays.
2. Tap or touch the members to remove.



### Remove Quick Members from Map

3. Tap or touch the **Save** button. The *Quick Group Call* screen displays.

## 16. Integrated Secure Messaging

This section describes the steps you must take to make and receive Push-to-Talk (PTT) Integrated Secure Messages.

This section is organized as follows:

- [Integrated Secure Messaging Icons](#)
- [Multimedia Content](#)
  - [Text Messages](#)
  - [Image Messaging](#)
  - [Video Messaging](#)
  - [Voice Messaging](#)
  - [File Messaging](#)
  - [Location Message](#)
- [Message Actions](#)

Integrated Secure Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

Messages are delivered to recipients while they are online. If a recipient is offline, then messages will wait to be delivered up to a week until the recipient logs in and becomes online. After a message notification is received for multimedia messages, you have up to 30 days to download the image, video, voice message or file.

---

**Note:** The notification time for messages to wait to be delivered is set by the service provider and may be different than the time indicated above.

---

---

**Note:** The time a multimedia message is available for download is set by the service provider and may be different than the time indicated above.

---

Multimedia content can include text, images, videos, voice, and files. Location messages allow you to send and receive location information.

---

**Note:** Android (4.1+) based PTT applications are supported with the exception of the PTT Radio application mode.

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---

**Note:** You can send messages to other users to have the feature enabled. Your administrator may disable your ability to send and receive text, text and multimedia, or location messages.

---

---

**Note:** Users with 8.3 and later clients are supported.

---

While drafting a message if PTT application is interrupted by another application or by an incoming PTT call, the user can continue with composing the message after user returns to the PTT application or when the PTT call ends.

When you send messages, you will see the status of the message. The message status will show one of the following:

1. Pending - indicates that the message is waiting to be sent. Any messages that are created while network connection is not available are preserved until network connection is restored and then sent.
2. Sent - indicates that the message was sent from your device.
3. Delivered (for 1:1 messages only) - indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia.
4. Failed - indicates that the message could not be sent. This can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

No delivery status for group messages.

## Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the ["Integrated Secure Messaging Icons"](#) section.

## Multimedia Content

Multimedia content include files as a message attachment. All multimedia content is automatically compressed before sending. Multimedia messages are also shown in threaded history along with call history.

The maximum multimedia attachment size that can be transferred (originated or received) is 5 MB using cellular and 15 MB using Wi-Fi . If file size is exceeded, you will receive an error message.

## Text Messages

Text messages let you send text to other PTT users, even if they are offline. You can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

Broadcasters can send a one-way text message to other broadcast group members. Broadcast group members cannot reply or send text messages to the group.

Text messages will also be shown in threaded history along with call history and are sent by selecting a contact or a group.

## Send a Text Message

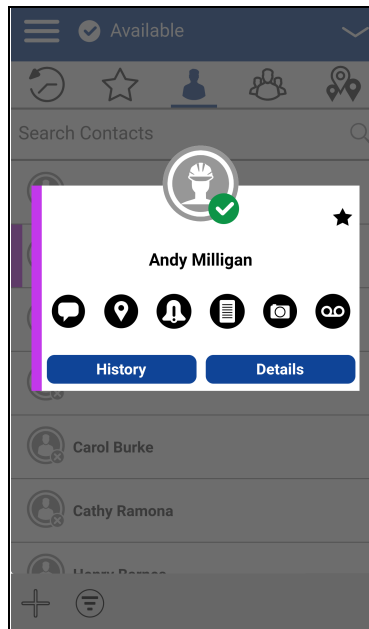
Text messages can be sent using the call screen for a selected contact, a selected talkgroup, or a contact or group context menu.

---

**Tip:** Alternately, you can send messages from the History.

---

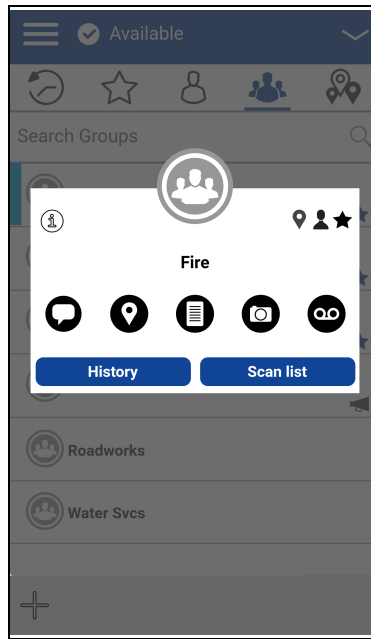
1. Select a contact from the contact list, touch and hold. A context menu displays.



**Contact Context Menu**

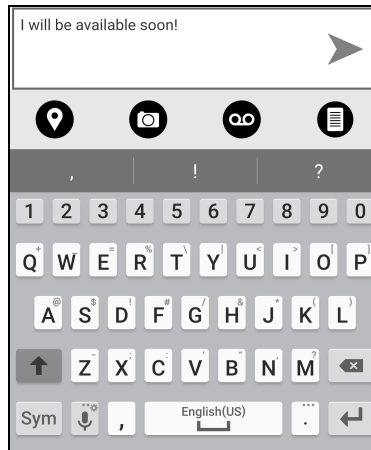
OR

Select a group from the channel list and tap and hold. A context menu displays.



**Talkgroup Context Menu**

2. Select the **Message** button located on the context menu to initiate a text message.
3. Type your message using the on-screen keyboard, tap the **Send** button located to the right of the message box. You can also use Quick Text, see the ["Use Quick Text"](#) section for more information.



**Text Message Box**

---

**Note:** While drafting a text message and you tap the **Back** button, a confirmation message displays, "Message has not been sent." Tap **Yes** to discard or **No** to cancel.

---

4. Your text message is displayed in the history details.

### Use Quick Text

1. Tap the **Message** button. The text box displays.

---

**Tip:** To add Quick Text, see the ["Add Quick Text"](#) section.

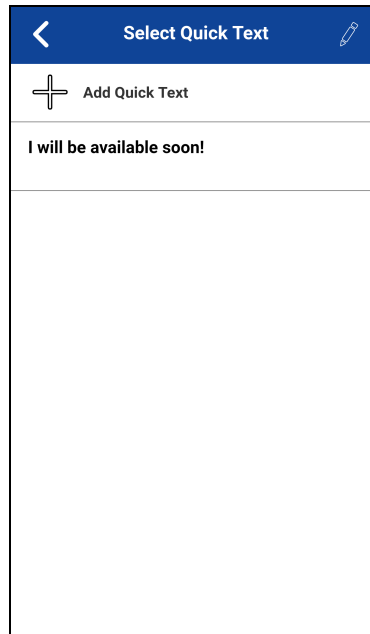
---

2. Tap the **Quick Text Access** button located in the text box.



**Text Box**

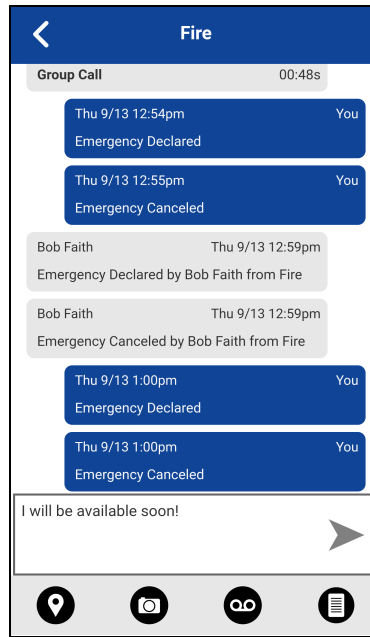
3. The *Select Quick Text* displays.



**Edit Quick Text**

4. Tap the desired quick text. The selected quick text will be added to your message and the message entry box will be displayed again.





### Send Quick Text

5. Tap the **Send Text Message** button to send the text.

### Add Quick Text

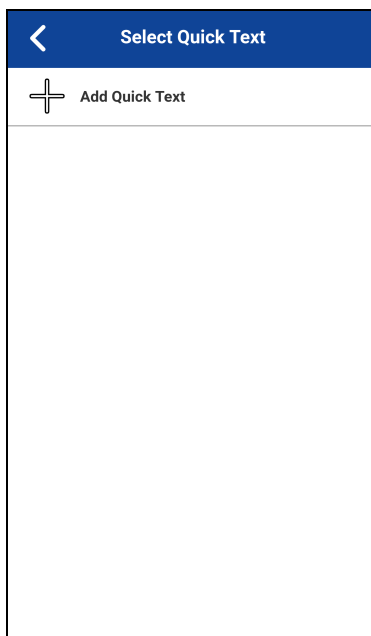
Quick text is a feature that lets you save text you can use to quickly respond to messages. You can add up to 20 messages.

1. Tap the **Message** button. The text box displays.
2. Tap the **Quick Text Access** button located in the text box.

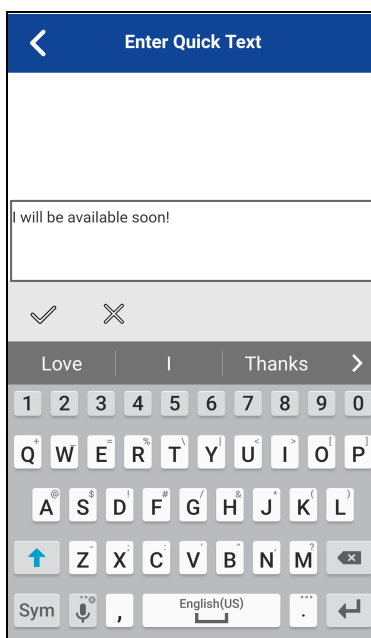


### Text Box

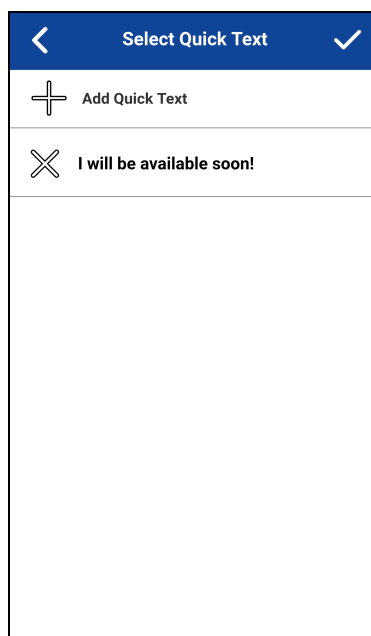
3. The *Select Quick Text* displays.

**Select Quick Text**

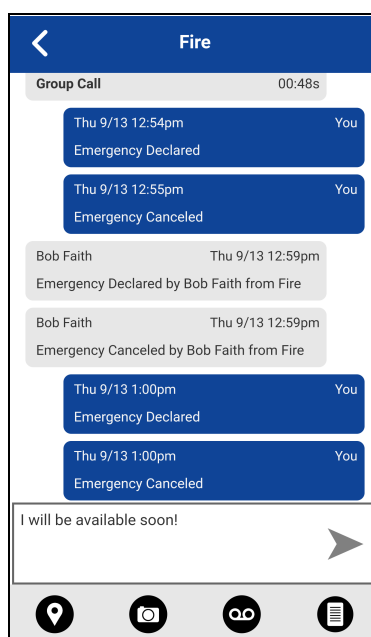
4. Tap the **Add Quick Text** button. The *Enter Quick Text* displays.

**Enter Quick Text**

5. Type the quick text to use.
6. Tap the **Save** button to save or the **Cancel** button to cancel the operation. If you selected cancel, the following message displays, “*Your entered quick text will be cleared. Do you wish to continue?*”.

**Created Quick Text**

7. Tap **Save** if finished.
8. Tap the newly created quick text. The selected quick text will be added to your message and the message entry box will be displayed again.

**Send Quick Text**

9. Tap the **Send Text Message** button to send the text.

### Delete Quick Text

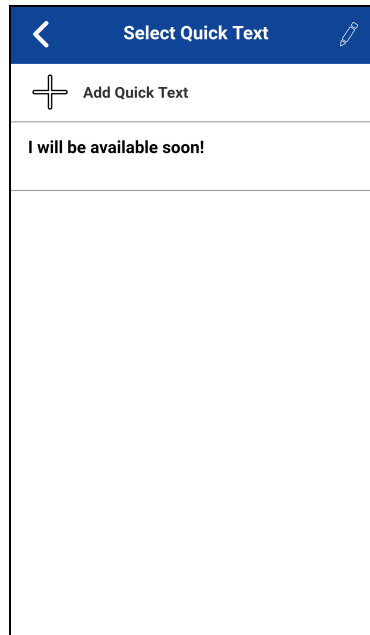
1. Tap the **Message** button. The text box displays.

2. Tap the **Quick Text Access** button located in the text box.



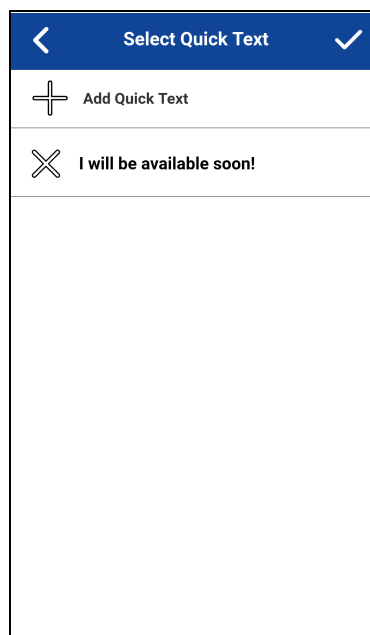
**Text Box**

3. The *Select Quick Text* displays.



**Edit Quick Text**

4. Tap the **Edit** button located in the upper right or the screen.



**Delete Quick Text**

5. Tap the **X** next to the Quick Text to delete.



#### Delete Quick Text Confirmation

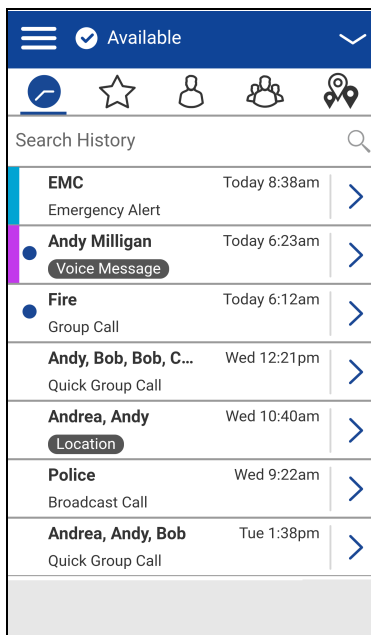
6. Tap **Yes** to delete quick text or tap **No** to cancel.
7. Tap **Save**.

### Receive a Text Message

When you receive a text message, you will receive a system notification showing the sender's name and a preview of the text message. You can tap the notification and the PTT application will open to the history for that sender or group. Text messages will be shown in threaded history along with call history. You can reply to sender and reply all (for group messages) or forward to other PTT users.

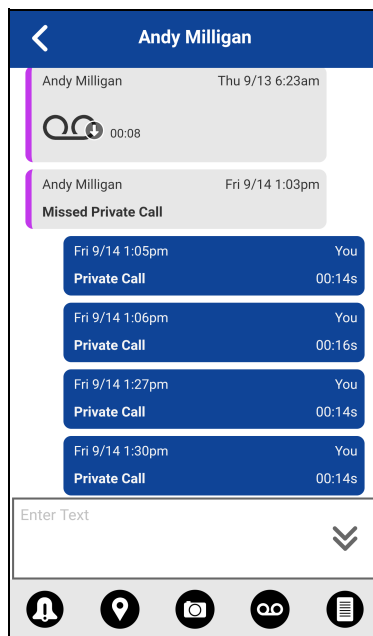
1. Tap the system notification for the message  
OR

From the *History* tab, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot) as shown below. The unread message indicator disappears when you tap the **History Details** button to reply to the message.



#### History

2. Tap the **History Details** button to read the message content.



### History Details

**Tip:** You can also reply to the sender and reply all (for group messages) and forward the message to other PTT users.

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)
- ["Copy a Text Message"](#)

## Image Messaging

When you receive an image message, a notification will be displayed. Thumbnails are shown for photos. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

### Send an Image Message

An image is sent from the picture gallery or from a picture taken from the camera and is converted to JPEG.

To send an image message, see the ["Send a Photo or a Video"](#) section.

### Receive an Image Message

A received image message can be viewed by tapping the image. The *Photo* preview screen displays.

---

**Note:** If the message is not downloaded, tap the message and wait for the download, then tap again to view the image.

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save an Image Message

You can save a received image from any history entry on the details screen from the *History* tab.

1. From the **History** tab, find the conversation that contains the image you want to save and tap the **History Details** button.
2. Tap the image. The *Photo* preview screen displays.

3. Tap the **Gallery** button to save to the device PTT application album in the Gallery.
4. Additional functions are as follows:
  - Tap the **Forward** button to forward the image to a contact, quick group, or group
  - Tap the **Details** button to view the name, sender, date, size, and resolution.
  - Tap the **Delete** button to delete the image.

## Video Messaging

When you receive a video message, a notification will be displayed. Thumbnails are shown for videos. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

### Send a Video Message

A video is sent from the video gallery or recorded video from the camera and resized to a lower resolution.

A video message is sent in a similar manner as an image. See the ["Send a Photo or a Video"](#) section.

### Receive a Video Message

A received video message can be viewed by tapping the video. The *Video* preview screen displays. Tap the **Play** button to play the video.

---

**Note:** If the message is not downloaded, tap the message and wait for the download, then tap again to display the video preview screen.

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save a Video Message

You can save a received a video message from any history entry on the details screen from the *History* tab.

1. From the **History** tab, find the conversation that contains the video you want to save and tap the **History Details** button.
2. Tap the video. The *Video* preview screen displays.



3. Tap the **Gallery** button to save to the device to the Gallery.
4. Additional functions are as follows:
  - Tap the **Play** button to play the video.
  - Tap the **Forward** button to forward the video to a contact, quick group, or group
  - Tap the **Details** button to view the name, sender, date, size, and duration.
  - Tap the **Delete** button to delete the video.

## Voice Messaging

When a user receives a voice message, a notification will be displayed. Automatic download of attachments is based on the user settings. You can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

### Send a Voice Message

A voice message is sent by recording and sending from within the PTT application. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message.

To send a voice message, see the ["Send a Voice Message"](#) section.

### Receive a Voice Message

A received voice message can be played by tapping the message. The *Audio* preview screen displays. Tap the **Play** button to play the voice message.

---

**Note:** If the message is not downloaded, tap the message and wait for the download, then tap again to display the audio preview screen.

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save a Voice Message

You can save a received voice message from any history entry on the details screen from the *History* tab.

1. From the **History** tab, find the conversation that contains the voice message you want to save and tap the **History Details** button.

2. Tap the voice message. The *Audio* preview screen displays.
3. Tap the **Gallery** button to save to the device PTT application album to the Gallery. This is the same location as the Photos.

---

**Tip:** Use the File Manager application to access the saved files.

---

4. Additional functions are as follows:
  - Tap the **Play** button to play the voice message.
  - Tap the **Forward** button to forward the voice message to a contact, quick group, or group
  - Tap the **Details** button to view the name, sender, date, size, and duration.
  - Tap the **Delete** button to delete the voice message.

## File Messaging

When a user receives a file message, a notification will be displayed. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

### Send a File Message

A file message is sent from within PTT application.

To send a file message, see the ["Send a File"](#) section.

### Receive a File Message

A received file message can be viewed by tapping the message. The *File* preview screen displays. Tap the *File* icon located in the center of the screen to view. The native file viewer opens.

---

**Note:** If the message is not downloaded, tap the message and wait for the download, then tap again to display to file preview screen.

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save a File Message

You can save a received files from any history entry on the details screen from the *History* tab.

1. From the **History** tab, find the conversation that contains the file you want to save and tap the **History Details** button.
2. Tap the file. The *File* preview screen displays.
3. Tap the **Gallery** button to save to the device PTT application album to the Gallery. This is the same location as the Photos.

---

**Tip:** Use the File Manager application to access the saved files.

---

---

**Note:** Please see the device user manual for more information.

---

4. Additional functions are as follows:
  - Tap the File icon located in the center of the screen to view. The native file viewer opens.
  - Tap the **Forward** button to forward the voice message to a contact, quick group, or group
  - Tap the **Details** button to view the name, sender, date, and size.
  - Tap the **Delete** button to delete the voice message.

## Location Message

When a user receives a location message, a notification will be displayed. The recipient can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

Location messages will also be shown in threaded history along with call history.

Select the location pin icon to share your location on Google Maps and share within the PTT application.

---

**Note:** Location services must be turned on in the device and the application must be granted permission to use Location Services.

---

The location is provided by your device.

## Send Location Message

To share your location, see the ["Share my Location"](#) section.

## Receive a Location Message

A received location message can be viewed by tapping the message. The *Map* screen displays.

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Delete Message"](#)

## Message Actions

You can send messages to offline users. They will receive the messages the next time they become online.

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Forward a Message to a Contact or Group

You can forward a message to a contact on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the message entry you want to forward. A context menu displays.
3. Tap the desired option as follows:
  1. Tap the **Forward to Contact** option. The *Select Contact to Message* screen displays.
  2. Tap the **Forward to Group** option. The *Select Group to Message* screen displays.
3. Tap the contact or group to select. The message is copied into the text field.
4. Tap **Send Message** button. The message is sent to the contact or group.

### Forward a Message to a Quick Group

You can forward a message to a Quick Group on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the history entry. A context menu displays.
3. Tap the **Forward to Quick Group** option. The *Select Contacts to Message* screen displays.
4. Tap one or more contacts.
5. Tap the **Save** button located in the upper right. The message is copied into the text field.
6. Tap **Send Message** button. The message is sent to the Quick Group.

### Reply to a Sender

You can reply to sender for a group on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to reply and tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.
3. Tap the **Reply to Sender** option. The *Group* screen displays.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button. The message is sent to the group.

### Reply to Group (Group Messages)

You can reply to a group on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the history entry. A context menu displays.
3. Tap the **Reply to Group** option. The *Group* screen displays.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button. The message is sent to the group.

### Share my Location

You can share my location from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Location** button located in the actions. The *My Location* screen displays.
3. Tap the **Share** button on the *My Location* display. The location is sent.

### Send a Photo or a Video

You can send a photo or a video from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Camera** button located in the actions. A context menu displays.
3. Tap the desired option as follows:
  1. **Take a photo**. The *Camera* displays and allows you to take a photo.
  2. Tap **Gallery**. The *Gallery* displays and allows you to select any photo in the gallery.
  3. Tap **Record a Video**. The *Video* displays and allows you to record a video.
4. Tap **OK**. A *Send* confirmation message displays.
5. Tap **Yes** to send or **No** to cancel.

### Send a Voice Message

You can record a voice message from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Voice Message** button located in the actions. A *Ready Record* screen displays.
3. Press and hold **Record** button and begin speaking your voice message.
4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.
5. Tap **Save** button located in the upper right or tap **Cancel** button in upper left and a discard confirmation message is shown.
6. Tap **Yes** to discard or **No** to return to the recorded message. The message is sent.

### Send a Text Message

You can send a text message from the history details screen.

1. From the *History* tab, find the conversation and tap the **History Details** button.
2. Tap in the **Enter Text** field. An on-screen keyboard displays.
3. Enter the message using the on-screen keyboard.
4. Tap **Send Message** button. The message is sent to the group.

### Send a File

You can send a file from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation for a contact or group to which you want to send a file and tap the **History Details** button.
2. Tap **Attach File** button located in the Action Bar.

---

**Tip:** You can also send a file from the Call screen by tapping the **Send Text** button. On the text message history screen, you will find the **Attach File** button.

---

---

**Note:** You can access files from your device storage or other installed applications such as Dropbox, and Google Drive, etc.

---

3. Navigate to the location of the file to attach and tap. A send confirmation message displays.
4. Tap **OK** to send or **Cancel**.

### Copy a Text Message

You can copy a text message and send to a contact on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the history entry. A context menu displays.

3. Tap the **Copy Message** option. The message is copied to the clipboard.
4. Paste the message into any message and send.

## 17. Airplane Mode

Your phone provides a special mode called “**Airplane Mode**” which disables your phone’s ability to communicate over cellular, Wi-Fi and Bluetooth connections. When you turn on airplane mode, you are disconnected from the Push-to-Talk (PTT) service.

- You cannot receive PTT calls or messages
- You cannot receive alerts from others
- Others will see you as offline in their PTT contact list and will not be able to call you or send you an alert



## 18. Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the Push-to-Talk (PTT) application and is organized as follows:

### Using a Wired Audio Headset

- [Using a Wired Audio Headset](#)
- [Using Bluetooth](#)
  - [Car Kit](#)
  - [External PTT Button](#)
  - [How to Turn Off Bluetooth for PTT](#)
- [Using a Remote Speaker Microphone](#)
  - [Wired](#)
  - [Bluetooth](#)

You can use a headset plugged into your phone for Push-to-Talk (PTT) calls. Whenever you connect the headset, PTT calls are automatically heard over the headset instead of the loudspeaker. You must still use the PTT button on the phone to take the floor to speak, even if your headset has a multimedia control button on it. When you disconnect the headset, the loudspeaker will again be used for PTT calls.

### Using Bluetooth

By default, whenever your phone is connected to a compatible Bluetooth device, the PTT application uses that Bluetooth device for calls. If you turn off or unpair your Bluetooth device, the PTT call will automatically switch to the loudspeaker. The PTT application supports the following Bluetooth profiles: Hands-Free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

#### Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner's manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car's audio system, PTT calls will also use the Bluetooth audio. You must use the PTT button on the phone to take the floor.

#### External PTT Button

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT button with your PTT service. This button can be used in addition to the on-screen PTT button.

## How to Turn Off Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will also work. In the rare circumstance that there is a compatibility problem using PTT with your car audio but you still want to use Bluetooth for regular cellular calls, you can turn off PTT over Bluetooth from within PTT application settings. For details on how to turn off Bluetooth, refer to the ["Use Bluetooth"](#) section.

## Using a Remote Speaker Microphone

A Remote Speaker Microphone (RSM) is an accessory made especially for handling PTT calls. The RSM has a loudspeaker and PTT button built in which lets you remotely control your phone's PTT application. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.

### Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM will have a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

---

**Note:** The PTT application must be in the foreground to take the floor using the wired accessory.

---

### Bluetooth

A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT button, a Bluetooth RSM also has its own volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

## 19. Settings

This section describes the settings within the Push-to-Talk (PTT) application and is organized as follows:

- [Important Message](#)
- [Advanced](#)
- [Alert Repeat](#)
- [Alert Tone](#)
- [Auto Download](#)
- [Auto Start](#)
- [Background Mode](#)
- [Call From Lock Screen](#)
- [Call Priority](#)
- [Call Reconnect Tone](#)
- [Capacity](#)
- [Contact Sorting](#)
- [Display Name](#)
- [Enhanced Loudness](#)
- [History Sorting](#)
- [In Call Tones](#)
- [Instant Personal Alert](#)
- [Logout](#)
- [Message Alert](#)
- [Message Alert Tone](#)
- [Missed Call Alert](#)
- [My PTT Number](#)
- [Network Loss Tone Repeat](#)
- [Network Up/Down Tones](#)
- [One Touch Action](#)
- [Privacy Mode](#)
- [PTT Key](#)
- [Restore Defaults](#)
- [Use Bluetooth](#)
- [Vibrate Alert](#)
- [Vibrate Call](#)
- [Volume Boost](#)

## To change the settings

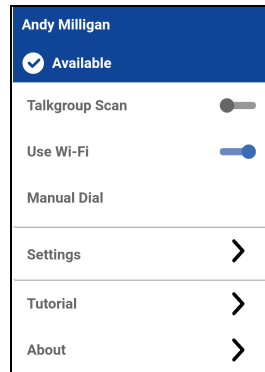
All settings except for the *Boundary* settings can be changed in the PTT application settings:

1. From within the *Menu*, tap the **Settings** option. The menu icon is in the upper-left hand corner of the main screen.

---

**Note:** For more information on how to change the *Boundary* settings, see the ["Boundary settings"](#) section.

---



**Menu Options**

2. Find the settings you want to change and follow the instructions.

---

**Note:** All settings are shown in the default state.

---

## Important Message

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the PTT application. Important Message notifications are also shown with a yellow star on the Menu Settings option, and the Important Message settings. If there are no important message notifications available, you will not receive a message nor see the setting. See the ["Application updates"](#) section for more information.

## To update the PTT application

1. From the *Settings* screen, scroll to and tap the **Important Message** setting.



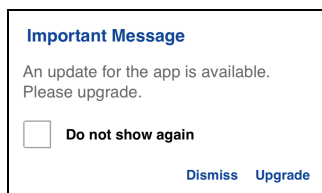
**Important Message Setting**

2. From the Important Message notification, tap the **Upgrade** button to be directed to the Google Play Store to download the latest application or tap the **Dismiss** button to dismiss the notification.

---

**Note:** Important Message notifications may vary in content.

---



**Important Message Notification Example**

## Advanced

The *Advanced* settings provide additional settings which include *Audio Profile* and *Accessory Compatibility*, *Audio Rate*, and *Audio Mode*.

---

**Note:** These settings are preset and not available on PTT certified phones.

---

### To access the advanced settings

1. From the *Settings* screen, scroll to and tap the **Advanced** settings.



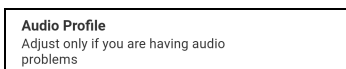
**Advanced Settings**

## Audio Profile

The *Audio Profile* setting allows you to select from several audio profiles for microphone and audio path.

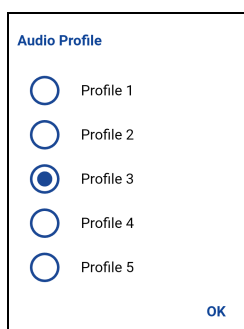
### To change the Audio Profile setting

1. From the *Advanced* settings screen, scroll to and tap the **Audio Profile** setting.



**Audio Profile Setting**

2. From the **Audio Profile** screen, tap the desired profile.



**Audio Profile Setting Options**

## Accessory Compatibility

You can set the compatibility mode for PTT wired accessories.

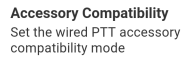
---

**Note:** This setting should only be changed if the PTT button on a wired PTT accessory does not take and release the floor properly.

---

### To change the Accessory Compatibility

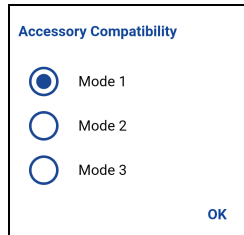
1. From the *Advanced* settings screen, scroll to and tap the **Accessory Compatibility** setting.



Accessory Compatibility  
Set the wired PTT accessory  
compatibility mode

#### Accessory Compatibility Setting

2. Tap the desired mode option.



#### Accessory Compatibility Setting Options

## Alert Repeat

The alert repeat setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting. The options have the following behavior:

**Once:** The alert will be played once when the alert is received.

**Repeat:** The alert will be played every 20 seconds for 10 minutes.

**Continuous:** The alert will be played every 20 seconds until you clear the alert. This option will drain the battery faster than the other options.

### To change the alert repeat setting

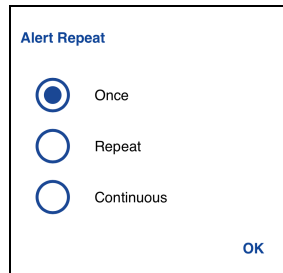
1. From the *Settings* screen, scroll to and tap on the **Alert Repeat** setting.



Alert Repeat  
Once

#### Alert Repeat Setting

2. Select how often you want your alerts to repeat.

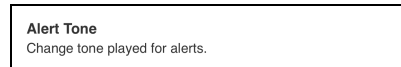
**Alert Repeat Setting Options**

## Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it.

### To change the alert tone setting

1. From the *Settings* screen, scroll to and tap the **Alert Tone** setting.

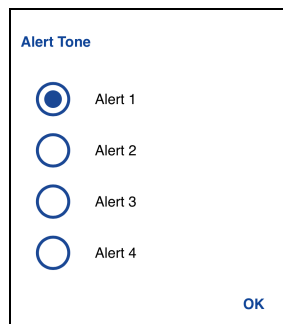
**Alert Tone Setting**

2. Select the desired alert tone.

---

**Tip:** When you preview an alert tone, it will not play even if the phone ringer is silent.

---

**Alert Tone Setting Options**

## Auto Download

When turned on, message attachments are automatically downloaded to the *History* tab or when turned off you must manual download by tapping the message attachment. Requires Integrated Secure Messaging.

### To change the auto download behavior

1. From the *Settings* screen, scroll to the **Auto Download** setting.



### Auto Download Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

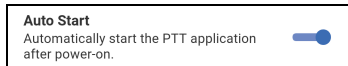
## Auto Start

When the phone is powered up and the **Auto Start** setting is set to ON, the PTT application will start in the background. If you have previously logged out manually, the PTT application will not start and you have to launch the PTT application manually.

When the phone is powered up and the **Auto Start** setting is set to OFF, the PTT application will not start in the background. You have to launch the PTT application manually.

### To change auto start

1. From the *Settings* screen, scroll to the **Auto Start** setting.



### Auto Start Setting

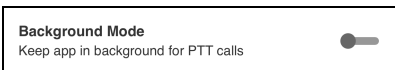
2. Tap the **On/Off** switch to toggle the state of the setting.

## Background Mode

The Background Mode setting allows you to choose whether the PTT application remains in the background when receiving or originating a PTT call. Pressing a PTT key or supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen PTT button. See the ["PTT Call Behavior in Background"](#) section for more information.

### To change the background mode setting

1. From the *Settings* screen, scroll to the **Background Mode** setting.



### Background Mode Setting

2. Tap the **On/Off** button to toggle the state of the setting.

---

**Note:** When the PTT application is in the background, a wired accessory PTT button will not work.

---

## Call From Lock Screen

The *Call From Lock Screen* setting allows you to make a PTT call while the phone screen is locked. See the ["One Touch Action"](#) setting for more information on how to configure the contact or group to call.



---

**Note:** This setting is available on devices that support One Touch calling feature.

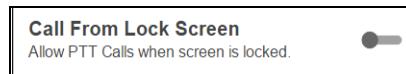
---

If your device does not have a PTT hard key, *Call From Locked Screen* setting is hidden. For more information, see ["Call Behavior While the Screen is Locked"](#) section.

The *Call From Lock screen* setting is available when a wired PTT accessory is connected. For more information, see ["Call Behavior While the Screen is Locked"](#) section.

#### To change the call from lock screen

1. From the *Settings* screen, scroll to the **Call From Lock Screen** setting.



**Call From Lock Screen Setting**

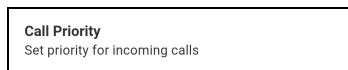
2. Tap the **On/Off** switch to toggle the state of the setting.

## Call Priority

With Call Priority you can allow or reject another incoming call based on the Call Priority setting (Ongoing or Phone). Default is Ongoing

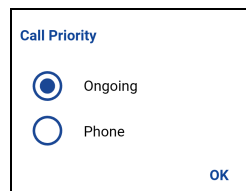
#### To change call priority

1. From the *Settings* screen, scroll to and tap the **Call Priority** setting.



**Call Priority Setting**

2. From the **Call Priority** screen, tap either **Ongoing** or **Phone**.



**Call Priority Setting Options**

#### Ongoing

An ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is provided to the user when the PTT call is rejected.

An ongoing PTT call continues and an incoming cellular call is rejected.

#### Phone

An incoming PTT call is rejected during a cellular call.

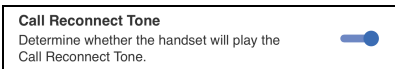
An ongoing PTT call will end if a cellular call is answered.

## Call Reconnect Tone

The Call Reconnect Tone setting determines whether the phone will play the call reconnect tone when turned ON or turned OFF during a call. The call reconnect tone is played when you lost connection with the network during a PTT call.

### To change the Call Reconnect Tone

1. From the *Settings* screen, scroll to the **Call Reconnect Tone** setting.



#### Call Reconnect Tone Setting

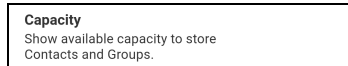
2. Tap the **On/Off** switch to toggle the state of the setting.

## Capacity

The Capacity setting allows you to view how many PTT contacts, groups, and favorites are stored on your phone. These numbers include both personal and administrator-managed. Please refer to the table in the ["Contacts"](#) section, ["Talkgroups"](#) section, and ["Favorites"](#) section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the back button on the title bar.

### To view the phone capacity

1. From the *Settings* screen, scroll to and tap the **Capacity** setting.



#### Capacity Setting

2. Tap the **Capacity** setting. The Capacity screen displays.

## Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb'. The contact list will update each time a contact changes from online to offline or vice versa.

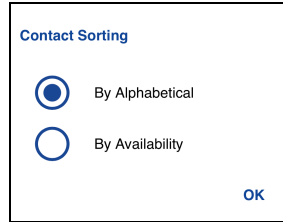
### To change the contact sorting

1. From the *Settings* screen, scroll to and tap the **Contacts Sorting** setting.



#### Contact Sorting Setting

2. From the Contacts Sorting screen, tap either **By Alphabetical** or **By Availability**.



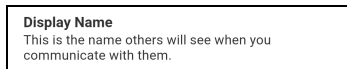
**Contact Sorting Setting Options**

## Display Name

The display name setting allows you to view and change the name that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

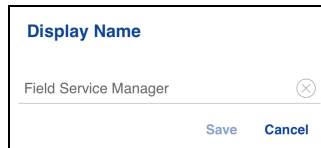
### To view or set your display name

1. From the *Settings* screen, scroll to and tap the **Display Name** setting.



**Display Name Setting**

2. Your current name will be displayed. Tap the **Cancel** button to dismiss the display name window or continue to set your display name.



**Display Name Setting Option**

3. Tap the **Clear Text** button to clear the display name.
4. Type your display name using the on-screen keyboard.
5. Tap the **Save** button to save the display name.

## Enhanced Loudness

The *Enhanced Loudness* setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices.

### To change enhanced loudness

1. From the *Settings* screen, scroll to the *Enhanced Loudness* setting.
2. Press the **OK** key to toggle the state of the setting.

## History Sorting

Sort history from newest to oldest or oldest to newest.

You can choose to view your history in a sorted manner. There are two options: Sorting from oldest to newest will display your history with the newest entries at the bottom of the history list. Sorting from oldest to newest will display the newest entries in the top of the history list.

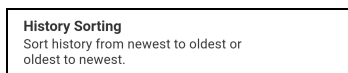
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**Tip:** History sorting applies to conversation details. The first-level History tab always shows newest conversations at the top of the list.

---

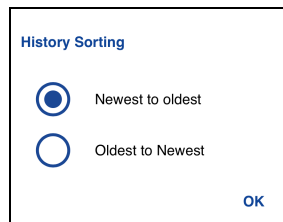
### To change the history sorting

1. From the *Settings* screen, scroll to and tap the **History Sorting** setting.



#### History Sorting Setting

2. From the History Sorting screen, tap either **Newest to oldest** or **Oldest to newest**.



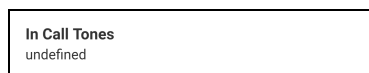
#### History Sorting Setting Options

## In Call Tones

The *In Call Tones* setting is ON, the tone plays during a PTT call. When the setting is OFF, the tone is not played during a PTT call.

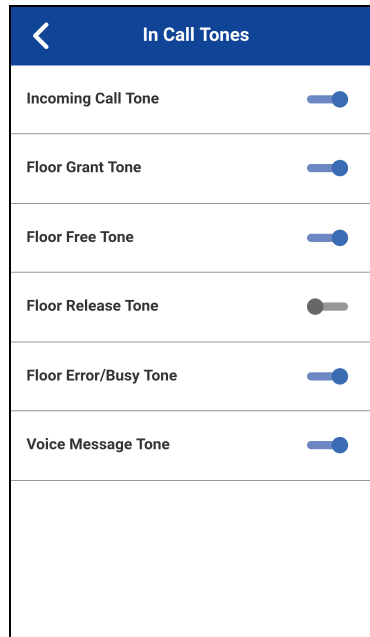
### To change in call tones

1. From the *Settings* screen, scroll to the In Call Tones setting and press the **OK** key.



#### In Call Tones Setting

2. From the **In Call Tones Setting Options**, select the desired In Call Tones.



### In Call Tones Setting Options

The *In Call Tones* setting options have the following behavior:

- **Incoming Call Tone (default = ON)**—When you receive a PTT call, a tone is played.
- **Floor Grant Tone (default = ON)**—When the floor has been granted or acquired, a specific tone is heard. This tone indicates you can speak.
- **Floor Free Tone (default = ON)**—When the floor is free, a specific tone is heard.
- **Floor Release Tone (default = OFF)\***—When the user who has the floor releases the floor.  
Floor Error/Floor Busy tone (default = ON)
- **Floor Error/Busy Tone (default = ON)**—When the floor is busy, a specific tone is heard.
- **Voice Message Tone (default = ON)**—When a voice message is received, a specific tone is heard.


\*Note: Floor release tone is played when the user who has the floor releases the floor. The tone is the same tone as the *Floor Free Tone*. This floor tone condition is not supported in clients before release 8.3.

## Instant Personal Alert

This setting allows you to select the Instant Personal Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

### To change the instant personal alert

1. From the *Settings* screen, scroll to and tap the **Instant Personal Alert** setting.

A rectangular dialog box with a black border. The title "Instant Personal Alert" is at the top, and the text "Tone and display" is below it.

Instant Personal Alert  
Tone and display

### Instant Personal Alert Setting

2. Select the desired instant personal alert option as follows:

#### Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

#### Tone Only

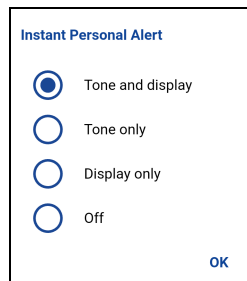
Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

#### Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

#### Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.



### Instant Personal Alert Setting Options


3. Tap **OK**.

## Logout

While you are logged out, you will be shown as “Offline” to others and you cannot receive PTT calls, alerts, or secure messages. If you log out before powering off your phone, you will remain logged out after your phone is powered on again even if the **Auto Start** setting is turned on. To send or receive PTT calls, you will need to log in. See the ["Login"](#) section for details on how to log in.

#### To log out

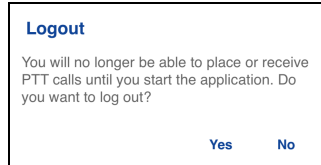
1. From the *Settings* screen, scroll to and tap the **Logout** setting.

A rectangular dialog box with a black border. The title "Logout" is at the top, and the text "Logout from PTT" is below it.

Logout  
Logout from PTT

### Logout Setting

2. Tap **Logout**, a Logout confirmation box will appear.



### Logout Setting Confirmation

3. Tap **Yes** to turn on or **No** turn off.

## Message Alert

This setting allows you to control new message alert notifications.

To turn on/turn off Message Alert for PTT messages, switch ON the setting to turn on Message Alert or switch to OFF mode to switch off the Message Alert at the Message Alert setting. Requires Integrated Secure Messaging.

### To change the Message Alert

1. From the *Settings* screen, scroll to the **Message Alert** setting.



### Message Alert Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

## Message Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it. Requires Integrated Secure Messaging.

### To change the message alert tone setting

1. From the *Settings* screen, scroll to and tap the **Message Alert Tone** setting.



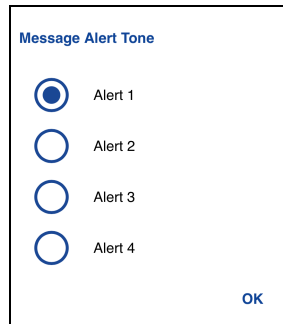
### Message Alert Tone Setting

2. Select the desired alert tone.

---

**Tip:** When you preview an message alert tone, it will play on the speaker even if the phone ringer is silent.

---



**Message Alert Tone Setting Options**

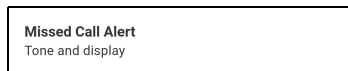
3. Tap **OK**.

## Missed Call Alert

This setting allows you to select the **Missed Call Alert** (MCA) from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

### To change the missed call alert

1. From the *Settings* screen, scroll to and tap the **Missed Call Alert** setting.



**Missed Call Alert Setting**

2. Select the desired instant personal alert option as follows:

### Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

### Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

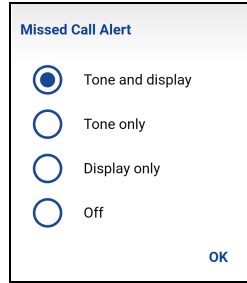
### Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

### Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.





### Missed Call Alert Setting Options

3. Tap **OK**.

## My PTT Number

This number displays your registered PTT number to other contacts.

### To view your PTT number

1. From the *Settings* screen, scroll to the **My PTT Number** setting.



### My PTT Number Setting

## Network Loss Tone Repeat

The *Network Loss Tone Repeat* setting determines whether the phone plays the call reconnect tone when turned ON or turned OFF during a call. When selected, a tone is played when an application transitions from one network to other.

### To change the network loss tone repeat

1. From the *Settings* screen, scroll to the **Network Loss Tone Repeat** setting and press the **OK** key.
2. Select the desired *Network Loss Tone Repeat* setting option as follows:

If the network loss tone is turned ON, you can set a repeat period for the network loss tone. Supported values are None (no repeat), 10 seconds, 30 seconds, 60 seconds. The default option is None.

## Network Up/Down Tones

The *Network Up/Down Tones* setting allows you to set whether tones are played for network loss, both network loss and network reconnect, network loss during a call only or none (default is network loss during call only).

### To change the network up/down tones

1. From the *Settings* screen, scroll to the **Network Up/Down Tones** setting and press the **OK** key.

2. Select the desired *Network Up/Down Tones* setting option as follows:
3. The *Network Up/Down Tones* setting options have the following behavior:
  - **Network Loss**—The phone plays a tone during a network loss.
  - **Network Loss and Reconnect**—The phone plays a tone during a network loss and reconnect.
  - **Network Loss during Call Only (default)**—The phone plays a tone during a call when a network loss happens.
  - **None**—No tone is played when the network is lost or reconnected.

## One Touch Action

When One Touch Action is set to call, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once. Alternatively, a user can assign the PTT button to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.

---

**Note:** The *Landing Page* option has no effect when the phone is locked.

---

If your device does not have a PTT hard button, *One Touch Action* setting is hidden. For more information, see ["One Touch Calling Behavior"](#) section.

When a wired accessory is connected, *One Touch Action* is shown with *Landing Page* option only.

---

**Note:** One Touch calling to contacts and groups is available on devices that support One Touch Action calling. If your device does not support *One Touch Action*, you can still set the *Landing Page*.

---

---

**Note:** The One Touch Calling actions (Call Most Recent, Call Contact, Call Group) can be used while the phone is locked if the ["Call From Lock Screen"](#) setting is enabled.

---

### To change one touch action

1. From the *Settings* screen, scroll to and tap the **One Touch Action** setting.



#### One Touch Action Setting

2. From the **One Touch Action Setting Options**, select the desired One Touch Action.

<b>Call Most Recent</b>
<b>Call Contact...</b>
<b>Call Group...</b>
<b>Landing Page...</b>
<b>None</b>

### One Touch Action Setting Options

#### Call Most Recent

Originate a PTT call to the most recent history event.

#### Call Contact

Originate a PTT call to a user-selected PTT contact.

#### Call Group

Originate a PTT call to a user-selected PTT talkgroup (corporate or public).

#### Landing Page

Bring application to the foreground and go to the user-selected landing page:

1. History
2. Favorite Contacts
3. Favorite Groups
4. Contacts (default)
5. Groups
6. Map

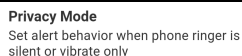
#### None

None - turn off PTT key action when PTT application is in the background.

## Privacy Mode

The Privacy Mode setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to “silent” or “vibrate-only”. With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. You can choose

the behavior using the Privacy Mode setting within the PTT application. Based on the option you choose; the following PTT call behavior will occur:

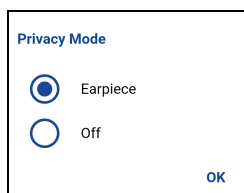
A dialog box titled "Privacy Mode" with the text "Set alert behavior when phone ringer is silent or vibrate only".

Privacy Mode  
Set alert behavior when phone ringer is  
silent or vibrate only

### Privacy Mode Setting

#### Earpiece

Incoming PTT calls will be sent to the phone's earpiece instead of the loudspeaker. You can carry on your PTT call by holding the phone up to your ear, just as a normal phone call. You must still use the PTT button to take and release the floor.



### Privacy Mode Setting Options

#### Off

Incoming PTT calls will barge on the phone's loudspeaker or earpiece, depending on the Speaker setting, even if the phone's ringer setting is set to "silent" or "vibrate-only". This option allows you to hear PTT calls even if your phone's ringer is silent.

## PTT Key

The PTT key setting allows you to assign an alternate key to be used as a PTT key (this is useful if your phone does not have a hard key to use as a PTT button).

### To change the PTT Key

1. From the *Settings* screen, scroll to and tap the **PTT Key** setting.

A dialog box titled "PTT Key" with the text "None (on-screen)".

PTT Key  
None (on-screen)

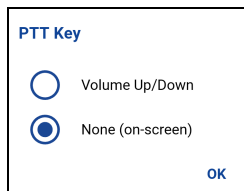
### PTT Key Setting

2. From the **PTT Key Setting Options**, tap either **Volume Up/Down**, **Camera**, or **None** (on-screen) default.

---

**Note:** If your phone does not have a camera button, the Camera option will not be shown.

---



### PTT Key Setting Options

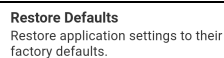
When the PTT Key setting is set to Volume Up/Down, you can use either the volume up or down button to activate the PTT key. The PTT call volume can be changed by pressing the Speaker button on the call screen and using the slider to adjust the volume.

## Restore Defaults

You can restore all the PTT application settings to their defaults using the **Restore Defaults** setting. When you choose this setting, you will be reminded that the restore cannot be undone and asked to confirm the action.

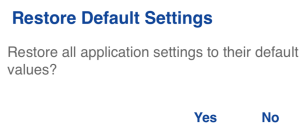
### To restore the defaults settings

1. From the *Settings* screen, scroll to and tap the **Restore Defaults** setting.



#### Restore Defaults Setting

2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.



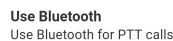
#### Restore Defaults Setting Confirmation

## Use Bluetooth

To turn on/turn off Bluetooth device usage for PTT calls, switch ON the setting to turn on Bluetooth or switch to OFF mode to switch off the Bluetooth at the **Bluetooth** setting.

### To change the Bluetooth behavior

1. From the *Settings* screen, scroll to the **Bluetooth** setting.



#### Use Bluetooth Setting

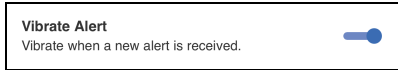
2. Tap the **On/Off** switch to toggle the state of the setting.

## Vibrate Alert

When the Vibrate Alert setting is ON, the phone will vibrate for new alerts. This setting applies to Instant Personal Alerts and Missed Call Alerts.

### To change the vibrate alert

1. From the *Settings* screen, scroll to the **Vibrate Alert** setting.



### Vibrate Alert Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

## Vibrate Call

When the incoming Call Vibrate setting is ON, the phone will vibrate for incoming PTT calls.

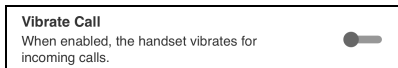
---

**Note:** When the phone ringer is set to Silent only it will override this setting unless Privacy Mode is OFF.

---

### To change vibrate call

1. From the *Settings* screen, scroll to the **Vibrate Call** setting.



### Vibrate Call Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

## Volume Boost

The Volume Boost setting increases PTT call volume and Integrated Secure Messages (Voice messages and video messages) while the device is in speakerphone mode.

Volume Boost does not affect application tones, PTT call volume in accessories, including headsets or RSMs. The volume is not boosted when the speakerphone is turned off.

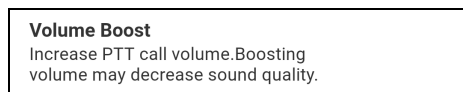
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**Note:** Boosting volume may decrease sound quality.

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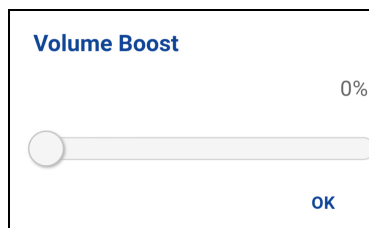
### To change volume boost

1. From the *Settings* screen, scroll to and tap the **Volume Boost** setting.



#### Volume Boost Setting

2. Adjust the control to indicate the desired percentage of volume boost.



#### Volume Boost Setting Control

3. Click **OK**.

## 20. Troubleshooting

This section describes the steps you must take to troubleshoot the Push-to-Talk (PTT) application and is organized as follows:

- [General](#)
- [Activation Failures](#)
- [Application Becomes Unresponsive](#)
- [Application is Asking Me to Enter an Activation Code](#)
- [Call Failures](#)
- [Call Unexpectedly Ends](#)
- [Incoming Call is Rejected](#)
- [Calls are Always Heard in the Earpiece](#)
- [Calls are Only Received from a Small Number of Groups](#)
- [Cannot Change the Phone Number of a PTT Contact](#)
- [Cannot Create/Update/Delete a Contact or Group](#)
- [Cannot Hear Incoming Call](#)
- [Cannot Send an Instant Personal Alert](#)
- [Changing My SIM Card](#)
- [Explanation of Error Messages](#)
  - [Loss of Data Network Connection](#)
  - [User Busy](#)
  - [User Unreachable](#)
- [Login failures](#)
- [Presence Status Does Not Update](#)
- [PTT Button Is Not Working or Accesses a Different Application](#)
- [Quick Group Calls I Receive Are Shown in History as a One-to-One Call](#)
- [Wi-Fi Connection Problems](#)

### General

Whenever you are having issues, it is recommended to update your PTT application.

### Activation Failures

The first time you start the application after download, the application must “activate” with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a



supported Android phone. If a problem occurs during the activation process, you will receive an error message. The following error messages may be observed:

1. “Data connection is unable”

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner’s manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

2. “This service requires a supported phone. Would you like to subscribe now?”

You must have a PTT subscription before you can successfully begin using PTT service.

## Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

1. Go to phone settings on your Android phone.
2. Tap on **Application manager** under Device.
3. Choose **Push-to-Talk** from the list.
4. Select only **Force stop** option and not any other option.

---

**WARNING: Selecting the Uninstall option will uninstall the complete PTT application from your phone. If this happens, see the sections ["Download"](#) for how to reinstall the application and reactivate with the server.**

---

---

**WARNING: Selecting Clear data will clear your history, favorites list, and settings within the PTT application. You will also have to reactivate the PTT application using the instructions in the section ["First-time Activation"](#). Your contacts and talkgroups will automatically be restored during activation, but your avatars and colors customizations will not be restored.**

---

## Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

## Application is not Visible during an Incoming Call

Check the Background Mode setting to ensure it is not turned on. For more details, see the ["Background Mode"](#) section.

## Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an “Offline” or “Do Not Disturb” status. The PTT application will not allow you to make a call to someone with either status.
- The person you are calling is busy, either on another PTT call or a cellular call. Please see the ["User Busy"](#) section for more information.
- Your phone loses connection with the data network or PTT server. Please see the ["Loss of Data Network Connection"](#) section for more information.
- The person you are trying to call has temporarily not reachable. Please see the ["User Unreachable"](#) section for more information.

## Call Unexpectedly Ends

A cellular or PTT call may unexpectedly end because of the option selected in the Call Priority setting:

- During a PTT call, an ongoing PTT call ends when a cellular call is answered.
- During a cellular call, an incoming PTT call causes the cellular call to end and the PTT call to be received.

Please see the ["Call Priority"](#) setting in the Settings section for more information.

## Incoming Call is Rejected

An incoming cellular or PTT call may be rejected because of the option selected in the Call Priority setting.

Please see the ["Call Priority"](#) setting in the Settings section for more information.

## Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone ON/OFF setting may be set to OFF. You can change this setting in the application settings, or during a call. To turn on the speakerphone, tap the on-screen speakerphone button to ensure it is ON (shown by the green indicator on the button). More details are found in ["Call Screen Icons"](#). Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the ["Interaction with Silent or Sound Mode"](#) section for more information about interaction with your phone's silent mode.

## Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the 'Talkgroup Scanning' on and are listening to only the groups in the scan list. More details can be found in ["Talkgroup Scanning"](#).

## Cannot Change the Phone Number of a PTT Contact

While the name, avatar, color, and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact's phone number, you will need to delete the contact and add it again with the new phone number. Please see the ["Contacts"](#) section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

## Cannot Create/Update/Delete a Contact or Group

There are two reasons why you might not be able to create, modify, or delete a contact or group:

### Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the ["Contacts"](#) section and the ["Talkgroups"](#) section for more details on administrator-managed contacts and groups. You will need to contact your PTT administrator to make any changes.

### Corporate-Only Subscriber

Your PTT administrator may have your PTT service restricted to have only corporate contacts and groups. This means that only your PTT administrator can add, change, or remove contacts and groups on your phone. Even though you cannot change or remove contacts or groups, you can still make them favorites, add avatars, or set colors.

## Cannot Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down or your phone may be in silent mode. Please see the ["Turning the Speaker On/Off and Set PTT Call Volume"](#) section to set the PTT call volume. See the ["Interaction with Silent or Sound Mode"](#) section for more information about interaction with your phone's silent mode.

## Cannot Send an Instant Personal Alert

If your phone is currently in "Do Not Disturb" (DND) status, you will not be able to send an Instant Personal Alert (IPA). You are not able to receive a callback while in DND, so the PTT application will not allow you to send an alert. Please change your presence status to "Available". See the ["My Presence"](#) section for details on how to set your presence status.

## Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application will automatically erase your PTT history and favorites and will restore the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, it will ask you to “activate” or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the ["First-time Activation"](#) section for information about registering your phone with the PTT service.

## Explanation of Error Messages

### Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it will display “Offline” in the Status bar or System Notification and your availability will show “No Connection”. For more information, refer to the ["My Presence"](#) section. You will not receive PTT calls or alerts and you will appear as “Offline” to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change self-availability, contact/group add/modify/delete, etc.) a “Connection is unavailable” message is displayed for a few seconds. When the connection is restored, you will receive the “Connection is restored” message.

To see if you have access to the data network, you should try to access a website using your mobile browser. You may also switch on Wi-Fi if a Wi-Fi network is in range.

If you want to reconnect only to the cellular data network, then turn off Wi-Fi in the settings. See the ["Menu"](#) settings section for more information.

### User Busy

When you make a one-to-one PTT call to another person and they are either engaged in another PTT call or a regular cellular call, you will see a message indicating that the person is busy. If you receive this message, you can try your call later, or send an alert. See the ["Sending an Alert"](#) section for details.

### User Unreachable

In rare cases, a contact might be shown as “Available” in your contact list, but might be temporarily outside the range of service coverage. In this case, your PTT call will not go through. The called person’s status will be updated to “Offline” until they reconnect to PTT service. If this happens, you should wait for their status to be shown as “Available” and try your call again.

## Login failures

Login to the PTT service may fail if the phone is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to log in again later.

## Presence Status Does Not Update

If you attempt to change your presence status from “Available” to “Do Not Disturb” or *vice versa*, and you do not see your status updated, there may be a communication problem between your phone and the PTT server. Logging out and logging in again should solve the problem. To log out, see the setting ["Logout"](#).

## PTT Button Is Not Working or Accesses a Different Application

If your phone has a PTT button on the side and it is not working for PTT, it may not be properly configured for use by the PTT application. Please see the ["PTT Key Assignment"](#) section for details on how to configure the PTT button.

The following information is applicable to PTT certified devices.

If you are using PTT wired accessories and PTT is not working, verify the PTT wired accessories are setup properly using the device user guide. Ensure that the Advanced > Accessory Compatibility setting is properly set using each option until the accessory is working properly. For more information, see the ["Accessory Compatibility"](#) section on how to set the Advanced > Accessory Compatibility setting.

If your phone has Goggle Now or S Voice application running, you must turn off it otherwise it takes precedence over the PTT application and will interfere with the operation.

## Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you will notice that the call history shows a call received from the originator of the call. This is normal. You cannot call Quick Group that was created by someone else. Any Quick Group calls that you make will be shown in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the ["Quick Group Calls"](#) section.

## Wi-Fi Connection Problems

Using the PTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the PTT application gives you the message “Data connection is unable” then make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned on.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should turn off the Wi-Fi setting in the PTT application or turn off the Wi-Fi connection on your phone to use PTT.

Please refer to the ["Using PTT over Wi-Fi"](#) section and the application ["Settings"](#) setting for more details.

## 21. Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application and is organized as follows:

- Alerts
  - Instant Personal Alert (IPA)
  - Missed Call Alert (MCA)
- Call Types
  - Broadcast Group Call
  - Group Call
  - Private Call (One-to-One Call)
  - Quick Group Call
- Display Name
- Floor Control
- Group
- Integrated Secure Messaging
- Supervisory Override
- Talkgroup Scanning

### Alerts

#### Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the ["Call from Instant Personal Alert"](#) section.

#### Missed Call Alert (MCA)

An Missed Call Alert (MCA) will alert you whenever you miss a PTT call. For more details, see the ["Missed Call Alert \(MCA\)"](#) section.

### Call Types

#### Broadcast Group Call

A high-priority call where only certain group members, called broadcasters may initiate Broadcast Group calls. For more details, see the ["Broadcast Talkgroup Calls"](#) section.

#### Group Call

A group call is a call to a group of people. For more details, see the ["Group Calls"](#) section.

## Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. For more details, see the ["One-to-One \(1:1\) Calls"](#) section.

## Quick Group Call

A quick group call allows you to make a PTT call to up to 10 people without first creating a group. This is handy if you want to call a small group of people quickly that are not already in a group. For more details, see the ["Quick Group Calls"](#) section.

You can create a group from a quick group call in your call history unless your administrator has restricted your phone from adding new groups.

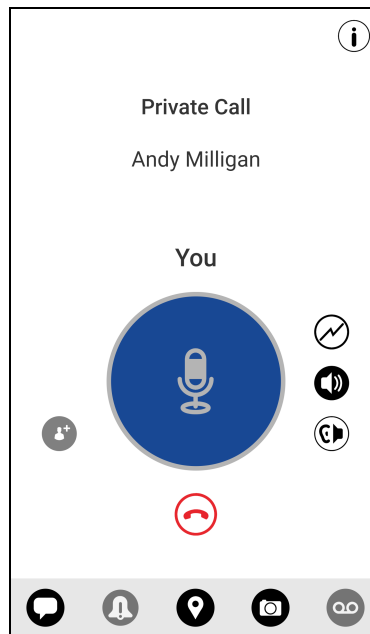
## Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the PTT application settings unless restricted by your administrator. For more details, see the ["Restore Defaults"](#) section.

## Floor Control

While in a PTT call, only one person can speak at a time. The person speaking is said to “have the floor”. The following terms are used throughout this guide:

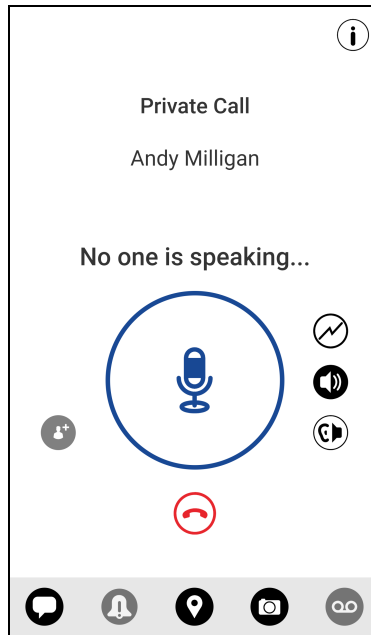
**Floor Acquired:** When you the floor by pressing the PTT button, the on-screen PTT button changes and you will hear a “chirp.” This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.



Private Call in Progress



**Idle:** While no one is speaking, the floor is “idle” and available for anyone to take. The screen will change color and show the message “No one is speaking...” If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.



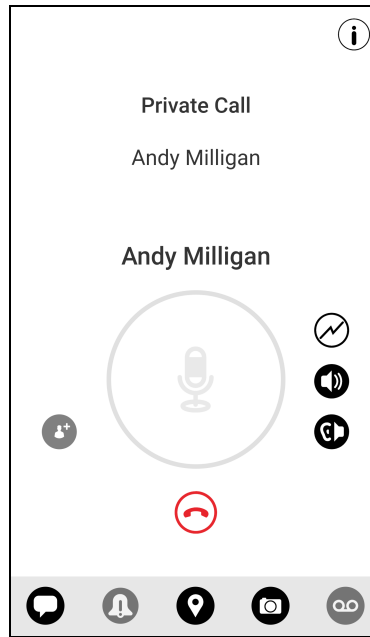
**No One is Speaking in a Private Call**

**Floor Unavailable:** Whenever someone else is speaking, you will see the speaker's name and the on-screen PTT button will change. You cannot take the floor while someone else is speaking, you will get a bong tone or floor deny. If you are speaking and a supervisor takes the floor, you will hear a tone and the on-screen PTT button will change.

---

**Note:** If the call is a group call and you are a supervisor for the group, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to speak after acquiring the floor. For more details, see the ["Supervisory Override"](#) section.

---



Someone is Speaking in a Private Call

## Group

A group is a type of PTT contact that connects you to multiple people at once. For more details, see the ["Talkgroups"](#) section.

## Integrated Secure Messaging

Integrated Secure Messaging allows a PTT subscriber to send and receive secure text messages, multimedia content, and location information to and from other PTT subscribers. For more details, see the ["Integrated Secure Messaging"](#) section.

## Supervisory Override

Supervisory override allows a group member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as supervisor. If there are two or more supervisors in the same group, each supervisor can interrupt the other(s). For more details, see the ["Supervisory Override"](#) section.

## Talkgroup Scanning

Talkgroup Scanning allows a user's phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the ["Talkgroup Scanning"](#) section.

## 22. Avatars

This section provides a complete list of all avatars available.

### Avatar Icons

The following table lists the avatars that you will see when you assign it to a contact or group.

**Avatar Icons**

Icon	Icon	Icon	Icon
 Airplane	 Book	 Car	 Construction
 Contact (Default)	 Delivery	 Desktop PC	 Dispatcher
 Driver	 Envelope	 Field Services	 Flower
 Front Desk	 Group (Default)	 Housekeeping	 Laptop
 Medical	 Notepad	 PTT Phone	 Room Service
 Security	 Supervisor	 Telephone	 Tree
 Truck	 Warehouse	 Worker	

To change a contact avatar, see the ["Add or change a contact avatar"](#) section within this document.

To change a group avatar, see the ["Add or change a group avatar"](#) section within this document.